Welcome to the 2021 AEP Texas Competitive Retailer Relations Workshop

October 28, 2021

Jesse Macias

Manager, Competitive Retailer Relations

Agenda

1. Welcome/Introductions /Safety Contact	Jesse Macias
2. 2021 CR Survey Results	Mark Hunt
3. DER/DG Update	Rosalba Epps
4. Critical Care & Critical Load Update	Naomi Serrata
5. REP Desk & Usage Hub Update	Cindy Juarez, Cesar Ordaz
6. Market Update	Jim Lee
7. Audience Q&A	Audience
8. Closing Remarks	Jesse Macias
9. Adjourn	

Safety Contact

Safety & Working from Home

Common injuries like slips, trips and falls are just as relevant to the remote environment as they are to the office environment.

- We no longer have a dedicated crew to help eliminate potential safety hazards:
- Water on the floor
- Loose handrails on the steps
- Tripping hazards (Children's Toys, Pets)
- Fire protection

If you or your employees are working from home, I'd like to encourage you to stop - and take just 5 minutes to look around your workspaces.

WELCOME!

Leigh Anne Strahler

VP Regulatory & Finance

Meet the CRR / BAO Team

Bus. Standards Consultant

Jim Lee

CRR Account Managers

Toney Gutierrez

Mark Hunt

Melinda Earnest

Meet the CRR / BAO Team

CRR Supervisor

Christina Gomez

BAO Supervisor

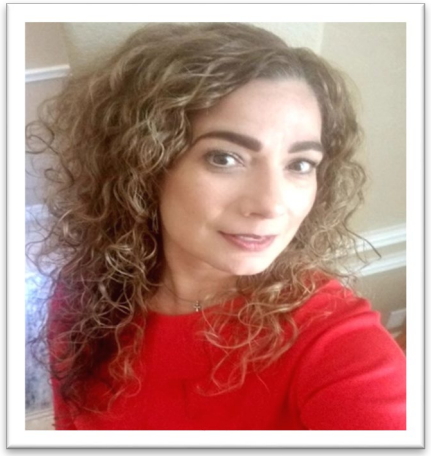
Naomi Serrata

Market Specialist & TAG Team

Christina Gomez

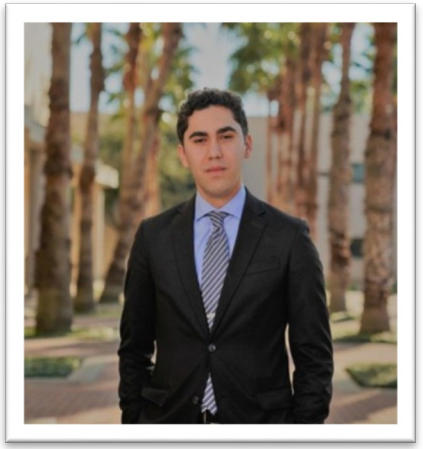
Market Transaction Issues Supervisor

Market Specialists



SYLVIA

GARRETT

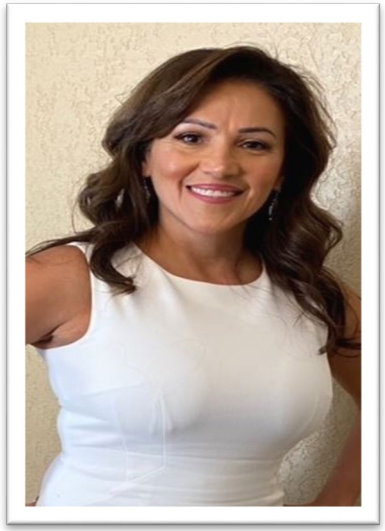


BELINDA

How may we help you?

CESAR

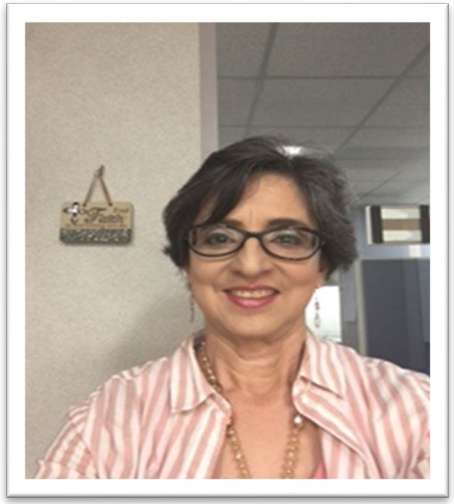
DEEDEE



TAG Team

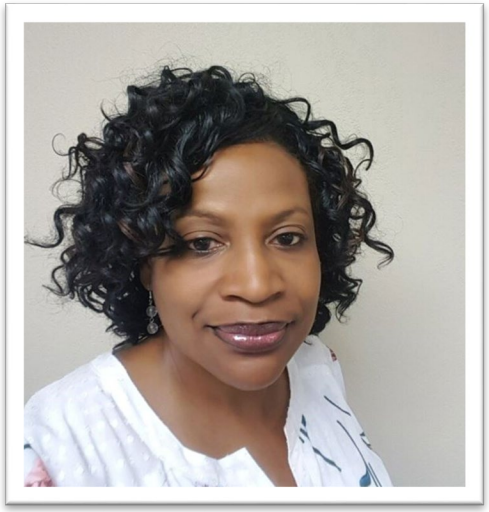
I got it!

CINDY



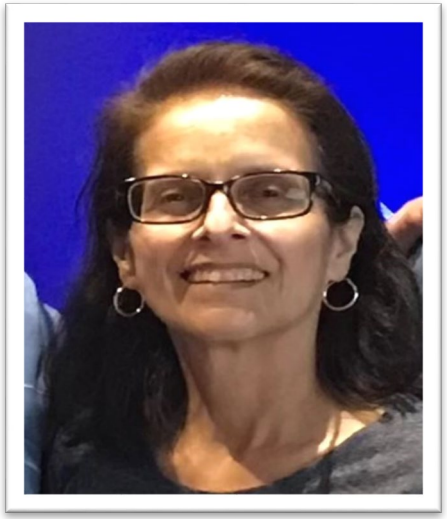
I got it!

RITA



I got it!

BONNIE



Billing & Accounting Operations Team

Naomi Serrata

Billing & Account Operations (BAO) Supervisor

Billing & Accounting Operations Team

Naomi Serrata
Supervisor for Co. 94 & 97

Melinda H. Garza
Billing Lead

Iris Rodriguez
Billing Lead

Diana Nunez
Billing Lead

Tammy Taulbee
Billing Associate

Estela Esparza
Billing Associate

Dolores Villarreal
Billing Associate

Brina Mendiola
Billing Representative

Natalie Montano
Billing Representative

Tabitha Haisler
Billing Representative

Sandy Guillen
Billing Representative

Connie Layne
Billing Associate

Frances Valdez
Billing Representative

Maria Garza
Billing Representative

Q&A

2021 AEP Texas Competitive Retailer Relations Workshop

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CR Survey Results

Mark Hunt

Competitive Retailer Account Executive

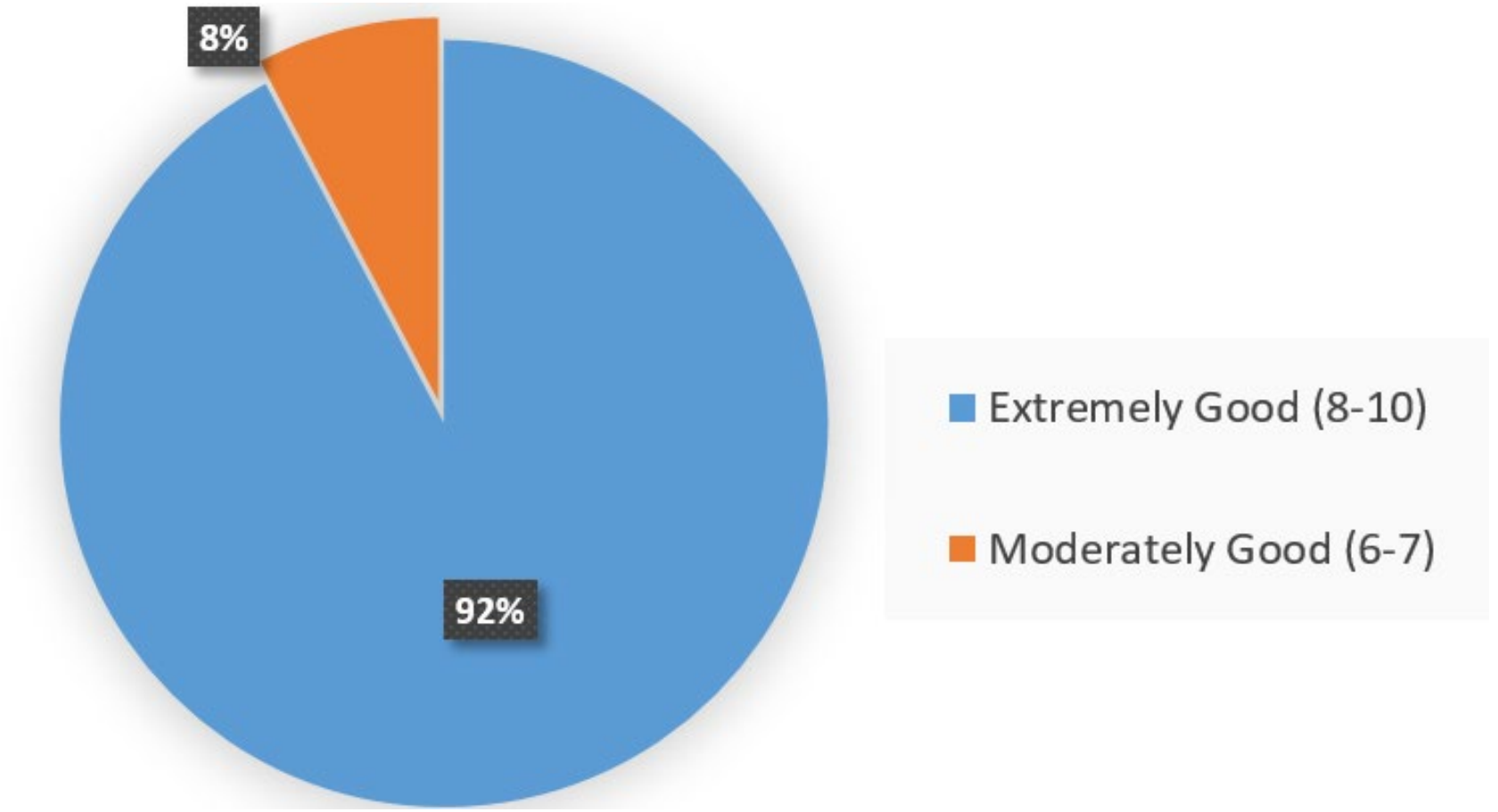
2021 CR Survey Results

- **No F2F Meetings with CRs in 2020 or 2021**
- **Additional REP Desk Functionality**
- **Continue Improving Communication**
  - **Market Notices**
  - **Timeliness of Response**
  - **Follow-up**
- **Active Participant at Market Meetings**
- **Continuous Improvement – 2021 CR Survey**

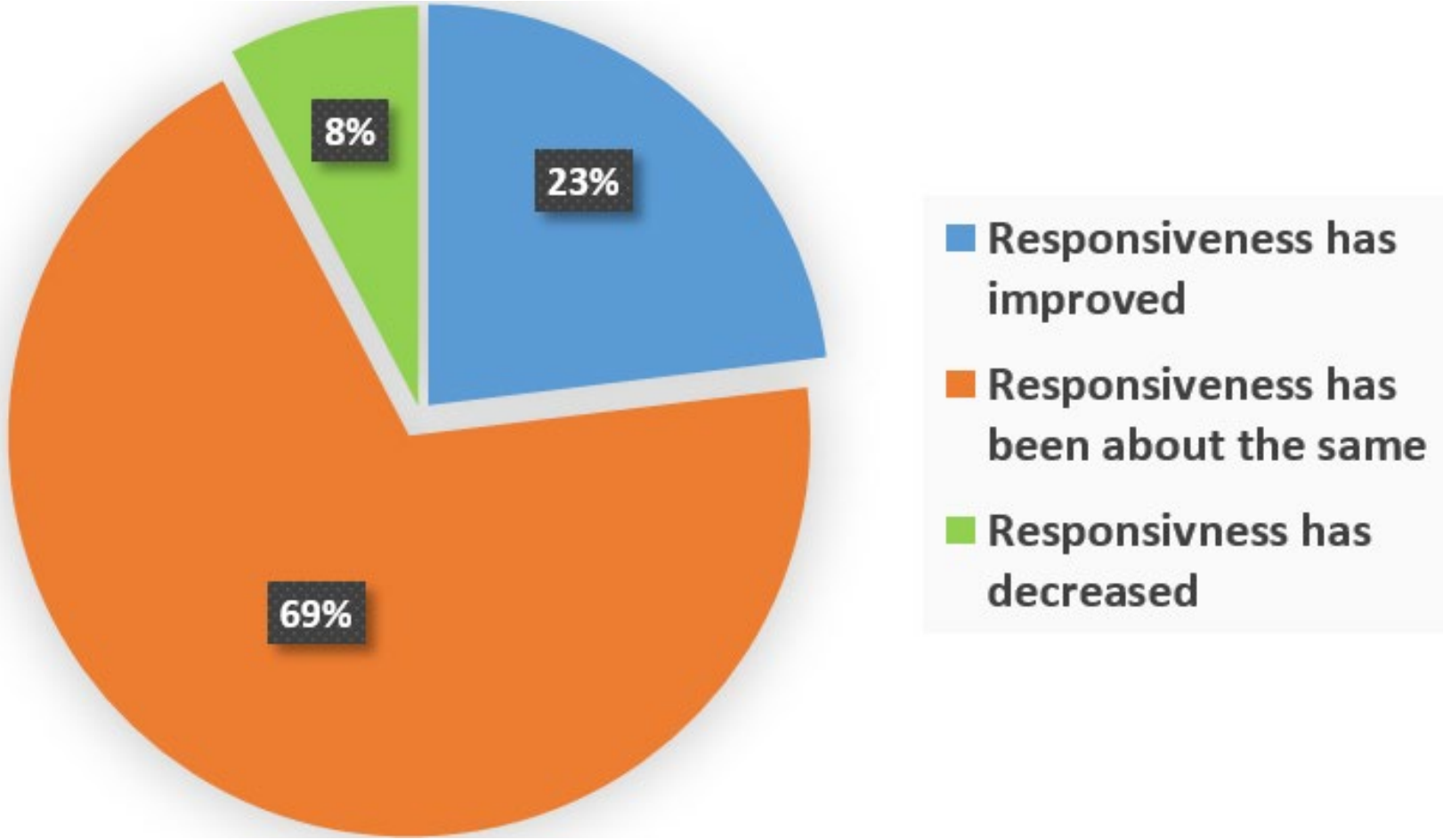
2021 CR Survey Results

- **Surveying CRs for 18 years**
- **Data collection began on September 21st to October 21st**
- **Encourage Comments and Feedback**
- **Participation: 13 Respondents for 2021 Survey.**
  - ✓ **2019 Survey – 12 Respondents representing 46 CRs**
  - ✓ **2018 Survey –18 Respondents representing 64 CRs**

Overall, how would you rate the general performance of AEP Texas?



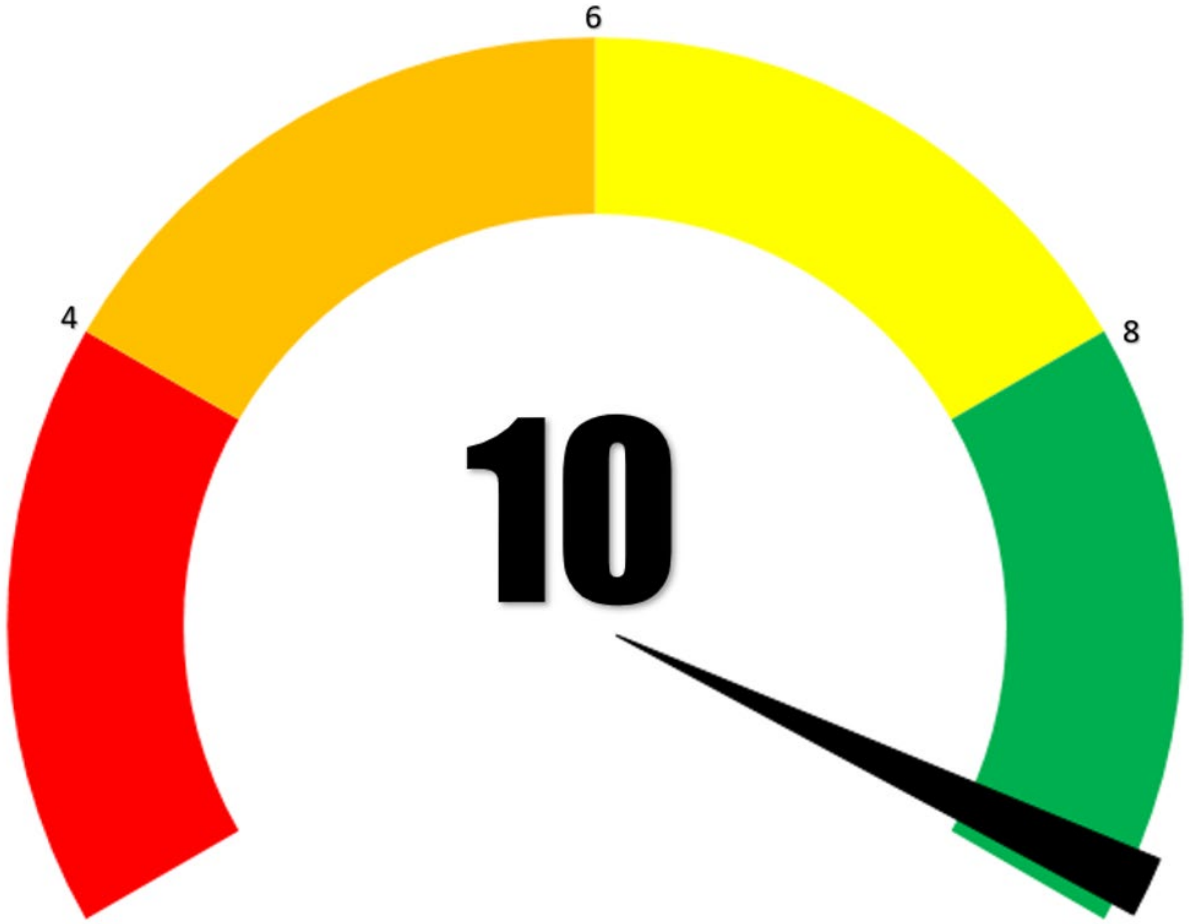
Have you experienced any change in the responsiveness of the AEP Texas CRR team during the COVID-19 Pandemic?



Have you experienced any change in the responsiveness of the AEP Texas CRR team during the COVID-19 Pandemic?

- "AEP was very responsive to any questions or inquiries we have had."
- "I have not experienced any issues getting in contact with AEP despite challenges of (the) pandemic."
- "I appreciate the responsiveness, transparency, and commitment of the CRR team. They can be counted on when needed and are there to assist."

Overall, how would you rate the general performance of your assigned Account Manager / Market Specialist?



What is the most important thing AEP Texas can do to improve its performance?

- “I just need you to be there when I have requests and there is no doubt to me that you have been. Your professionalism and attention on my requests never go unnoticed.”
- “Gather feedback to see what enhancements can be made on the REP Desk.”
- “Keep doing what you're doing.”
- “I can't think of anything.”
- “I can't think of anything other than **TONEY** needs a **big raise**.”

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BOUNDLESS ENERGY™

THANK YOU!

Q&A

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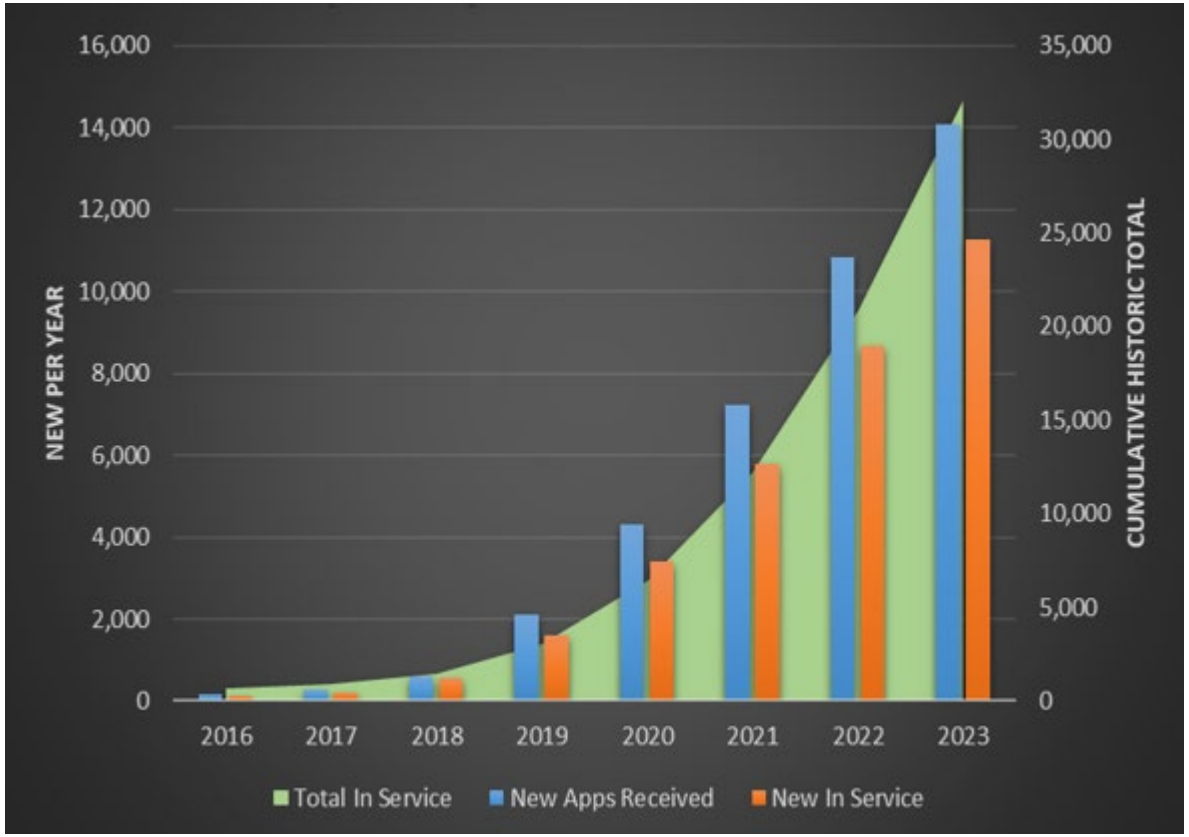
DER/DG

Rosalba Epps

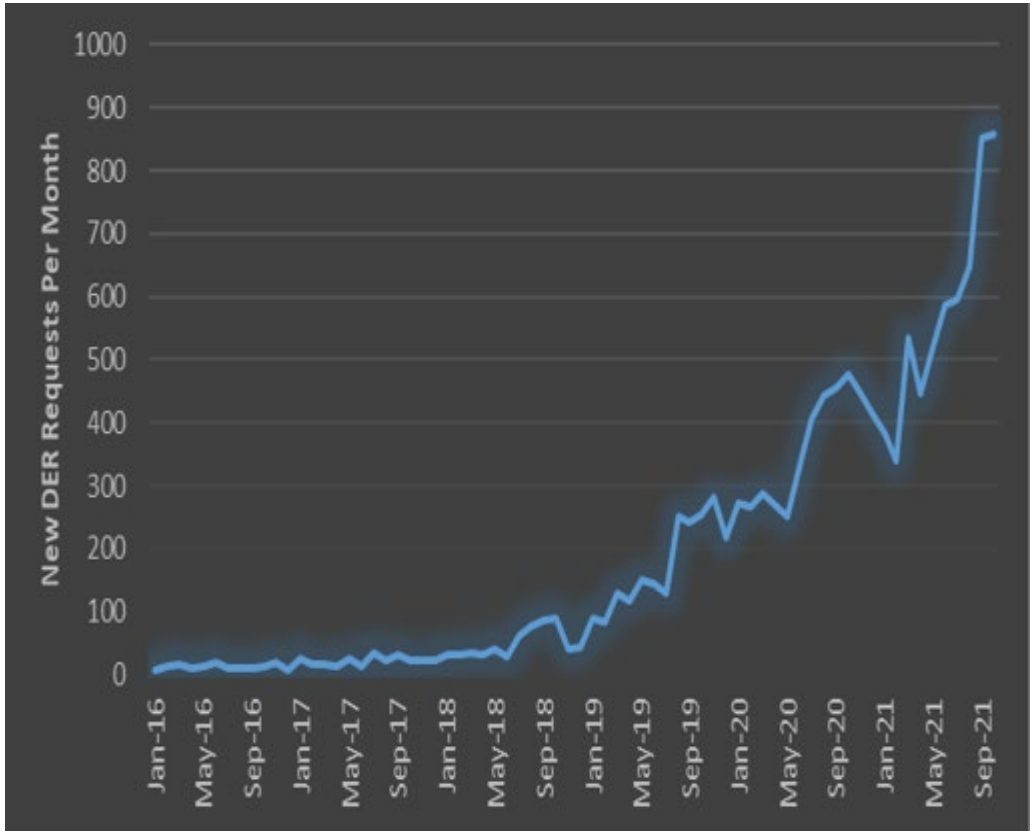
Customer Service Account Representative Principle

Statistics

New Requests per Year vs. Total in Service

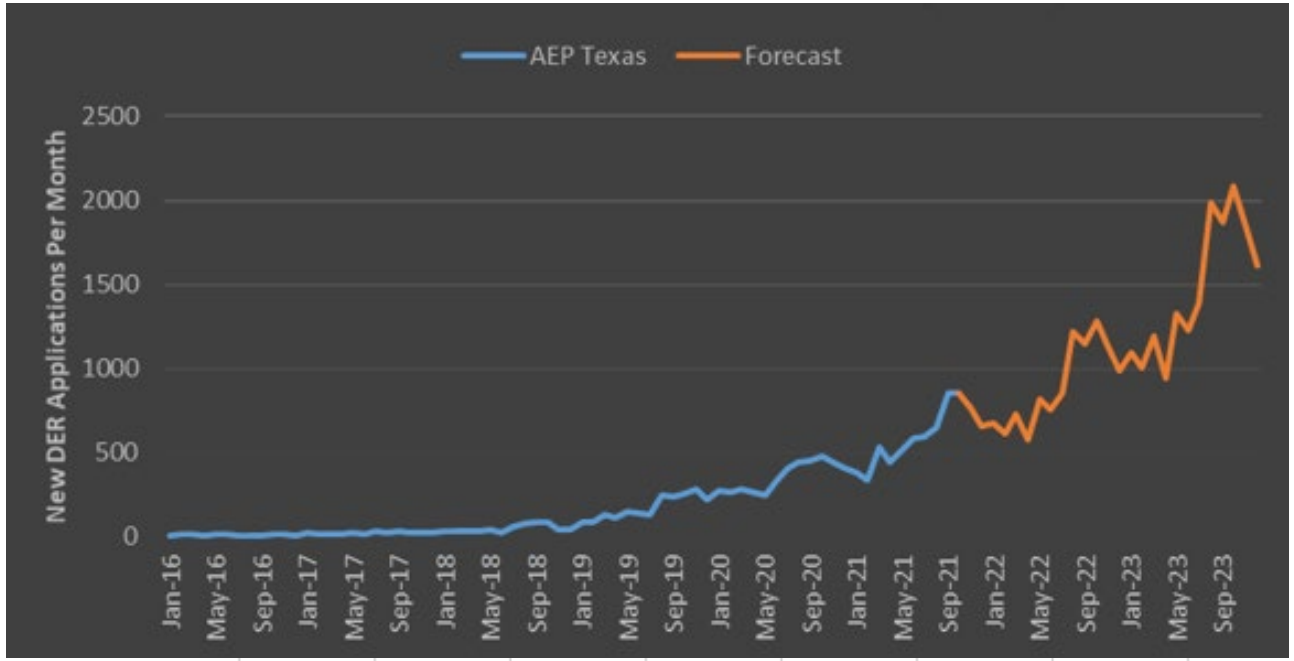


New DER Requests – 2016 to Present (AEP Texas)



Forecast

New DER Request Forecast 2021-2023 (AEP Texas)



	Actuals						Forecast	
	2016	2017	2018	2019	2020	2021	2022	2023
New Apps Received	160	267	609	2,096	4,317	7,214	10,821	14,067
New In Service	136	184	539	1,594	3,396	5,771	8,657	11,254
Total In Service	695	879	1,418	3,012	6,408	12,179	20,836	32,090

Issues & Concerns

1. Customer's Name Discrepancies
2. Customer's Addresses Discrepancies
3. 814_PC Transaction
4. Interconnection Agreement

Q&A

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Break

2021 AEP Texas
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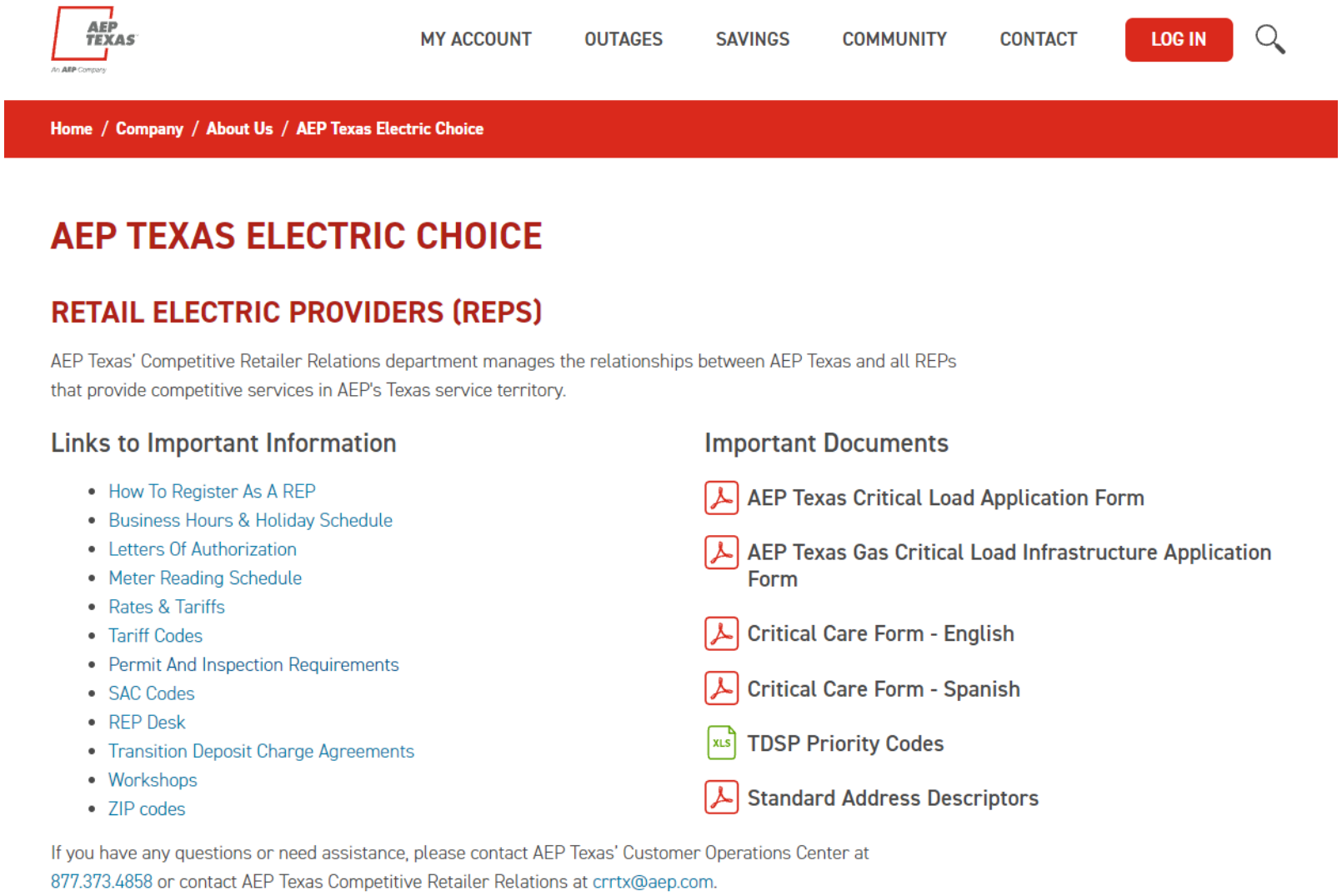
Critical Care/Critical Load Update

Naomi Serrata

Billing & Account Operations Supervisor (BAO)

Critical Care and Critical Load

www.aeptexas.com/company/about/choice



AEP TEXAS
An AEP Company

MY ACCOUNT OUTAGES SAVINGS COMMUNITY CONTACT LOG IN

Home / Company / About Us / AEP Texas Electric Choice

AEP TEXAS ELECTRIC CHOICE

RETAIL ELECTRIC PROVIDERS (REPS)

AEP Texas' Competitive Retailer Relations department manages the relationships between AEP Texas and all REPs that provide competitive services in AEP's Texas service territory.

Links to Important Information

- How To Register As A REP
- Business Hours & Holiday Schedule
- Letters Of Authorization
- Meter Reading Schedule
- Rates & Tariffs
- Tariff Codes
- Permit And Inspection Requirements
- SAC Codes
- REP Desk
- Transition Deposit Charge Agreements
- Workshops
- ZIP codes

Important Documents

- AEP Texas Critical Load Application Form
- AEP Texas Gas Critical Load Infrastructure Application Form
- Critical Care Form - English
- Critical Care Form - Spanish
- TDSP Priority Codes
- Standard Address Descriptors

If you have any questions or need assistance, please contact AEP Texas' Customer Operations Center at 877.373.4858 or contact AEP Texas Competitive Retailer Relations at crrtx@aep.com.

Critical Care

PAGE 2 – To Be Completed by the Customer

PART 1: ALL INFORMATION IS REQUIRED

Customer Name:
(Name on electric account)

Patient's Name:

(Name of Patient, who is living permanently at the Service Address, and who needs critical care or chronic condition status. The Patient may be the same person as the Customer.)

Service Address *(found on your electric bill)*

City: **State:** **ZIP:**

Mailing Address *(if different than Service Address)*

City: **State:** **ZIP:**

ESI ID *(found on your electric bill)*

TDU *(circle one based on first 7 numbers in the ESI ID):*	1020404 - - AEP TX North 1003278 - - AEP TX Central	1008901 - - CenterPoint 1017699 - - Oncor/SESCO	1013830 - - Nueces Elec Coop 1044372 - - Oncor 1040051 - - Texas New Mexico

Customer Primary Phone: **Customer Alternate Phone:** (if any)

Emergency (Secondary) Contact Information ***(Your application will be rejected unless you include an emergency contact name or insert "I choose not to provide an emergency contact name". Failure to include an emergency contact may result in disconnection of your electric service without notice if the TDU is unable to contact you and your electric bill is overdue.)***

Name of Emergency Contact:

Mailing Address:

City: **State:** **ZIP:**

Phone: **Alternate Phone (if any):**

Customer:
I have read and understood the information and certify that the information provided on this Application is correct. I understand the information may also be used to determine whether I am eligible for additional notices and other protections relating to my electric service available under Public Utility Commission rules, and may be used to provide notices relating to my electric service to the Emergency Contact.

Signature: **Date:**

Patient/ Patient's Guardian, Parent, or Managing Conservator:
I have read and understood the information and certify that the information provided in this application about me (or the patient) is correct. I agree to the release of the information on this form concerning my (or the patient's) medical condition for the purposes stated on this application.

Signature: **Date:**
(Signature required, even if same person as Customer.)

PAGE 3 – To Be Completed by the Patient's Physician

FROM PAGE 2:	
PATIENT'S NAME:	
CUSTOMER NAME:	ESI ID:

PART 2: ALL INFORMATION IS REQUIRED

	YES	NO
Option #1 1) The patient is dependent upon an electric-powered medical device **to sustain life**.		

-AND/OR-

	YES	NO
Option #2 2) The patient has a serious medical condition that requires an electric-powered medical device or electric heating or cooling to prevent impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition.		
a) If yes to # 2 above, has the above medical condition been diagnosed as a life-long condition?		

Physician Name:
(printed)

Texas Medical Board License Number:

Phone: **Fax:**

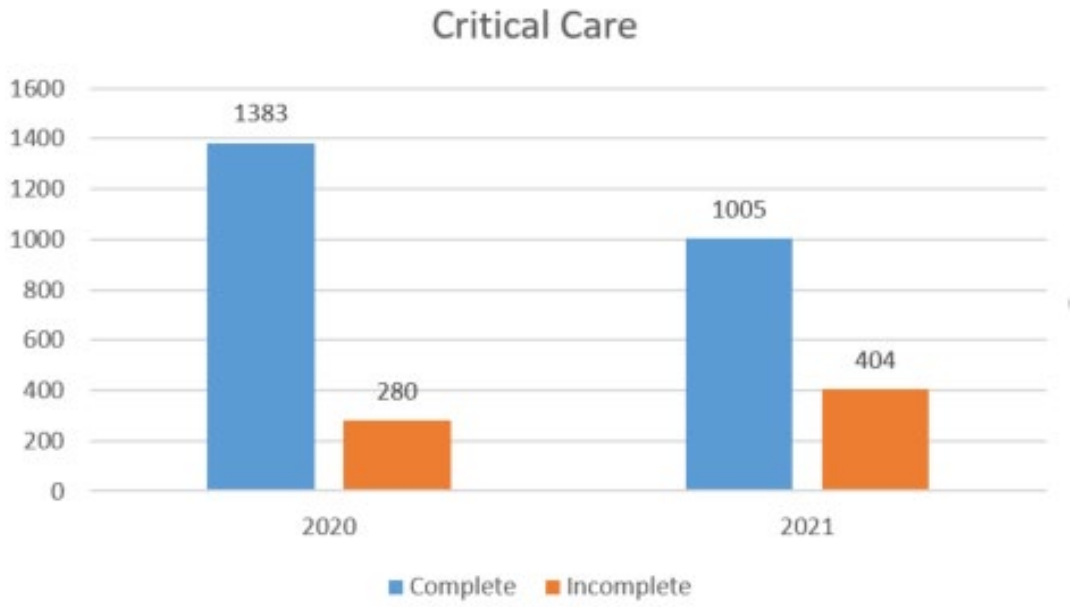
Physician Signature: **Date:**

After completing the Application, please forward a faxed or electronic copy of the completed and signed application to the Customer's utility indicated in part 1 on page 2. See page 1 for utility fax and email addresses.

Revised 3/21/2020 www.puc.texas.gov

Critical Care Numbers

- Processed 1,409 applications this year.
- Out of those, 404 were incomplete.



Critical Load

AEP Texas Application for Critical Load Industrial or Critical Load Public Safety Designation

SEND COMPLETED FORM TO: CriticalLoadAEPTX@aep.com

This Application should be completed in order to request the designation of Critical Load Industrial Customer or Critical Load Public Safety Customer with AEP Texas, as defined below. The Application must be submitted to AEP Texas at the email address above. Do not include premises served by another utility in this Application.

Critical Load Public Safety Customer -- A customer for whom electric service is considered crucial for the protection or maintenance of public safety, including but not limited to hospitals, police stations, fire stations, and critical water and wastewater facilities.

Critical Load Industrial Customer – An industrial customer for whom an interruption or suspension of electric service will create a dangerous or life-threatening condition on the retail customer's premises, is a "critical load industrial customer."

Designation of Critical Load does not guarantee an uninterrupted supply of electricity. It is the responsibility of the customer to make arrangements for alternative sources of electric power should a localized outage or load shed event occur.

AEP Texas may request more information prior to implementing a designation.

CUSTOMER CONTACT INFORMATION
Contact Name:
Contact Title:
Mailing address (if different from Service Address):
Work Number:
Cell Number:
E-Mail Address:

SERVICE ADDRESS
Requested Designation: ☐ Critical Load Public Safety ☐ Critical Load Industrial
Premise Identifier (ESI ID):
Customer Name associated with ESI ID:
Street:
City:
Zip Code:
Name of Retailer Electric Provider (if applicable):

Critical Load

Critical Load accounts include, but are not limited to:

- Hospitals
- Medical Clinics
- Railroad Crossings
- Nursing Homes
- Dialysis Centers
- Churches
- Day Care Facilities
- Police Stations
- Fire Stations
- Texas Department of Transportation (TXDOT)
- Government Facilities (Federal, County, and City)
- Communication Facilities (Air Traffic Safety, Radio Transmitters, TV Transmitters, Cell Phone Towers/Stations

Critical Load

Natural Gas

Application for Critical Load Serving Electric Generation and Cogeneration

CRITICAL LOAD DESIGNATIONS ARE REVIEWED EACH YEAR
APRIL 1 FOR SUMMER PEAK and OCTOBER 1 FOR WINTER PEAK

This Application should be completed in order to request the designation of Critical Load Serving Electric Generation and Cogeneration. A separate Application must be submitted to each electric utility provider. Do not include premises served by different electric utilities in a single Application. Multiple premises, served by a single electric utility, may be submitted with a single form, provided that the information requested below is provided for each metered location.

The designation shall only be requested for individual premises (meters) that provide electricity to natural gas production, saltwater disposal wells, processing, storage, or transportation such as a natural gas compressor station, gas control center, or other pipeline transportation infrastructure.

The customer must provide any changes to customer or premise information as soon as practicable. The electric utility may request confirmation of the Critical Load designation and the customer must timely confirm that a premise previously designated as Critical Load continues to qualify for that designation. The utility may request more information prior to implementing the Critical Load designation.

DESIGNATION OF A CRITICAL LOAD DOES NOT GUARANTEE AN UNINTERRUPTED SUPPLY OF ELECTRICITY.
It is the responsibility of the customer to make arrangements for alternative sources of electric power should a localized outage or significant load shed event occur.

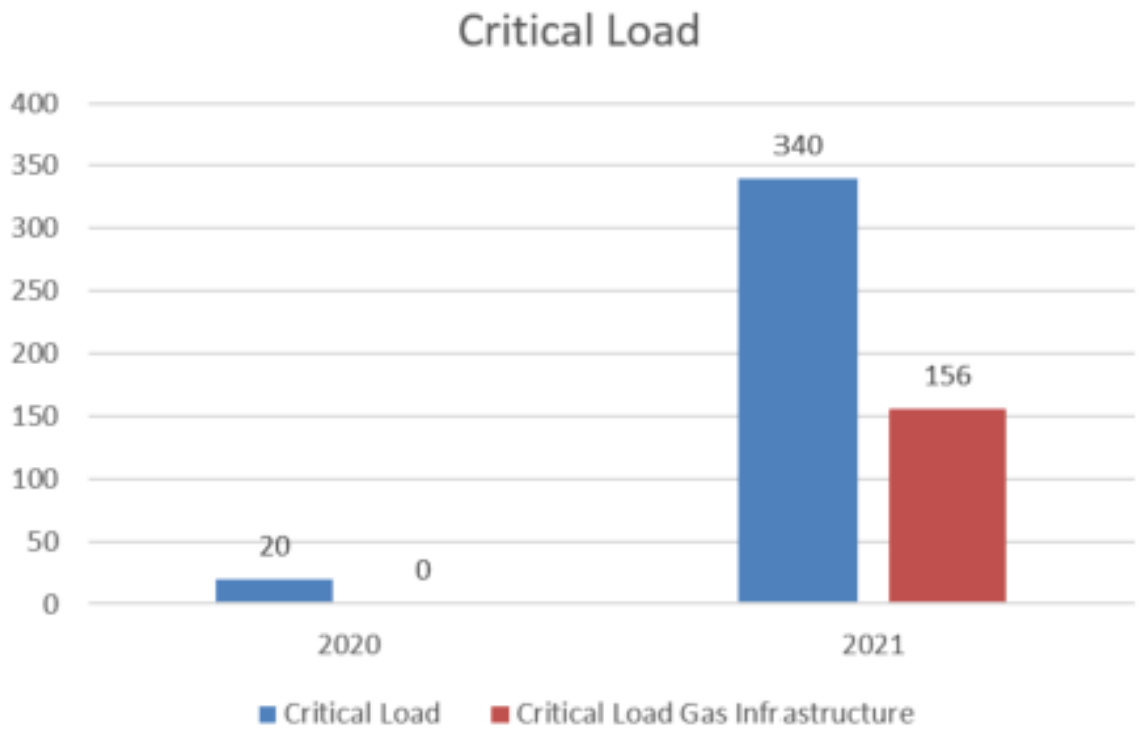
UTILITY NAME:	

CUSTOMER CONTACT INFORMATION
Contact Name:
Contact Title:
Mailing address (if different from Service Address):

Page 1 of 3

The Gas Critical Load Infrastructure application is used for the accounts that are in connection with the natural gas supply chain.

Critical Load Numbers



Critical Care/Load Contact Information

Critical Care and Critical Load—1-877-547-5513

Customer Solutions Center—1-877-373-4858

Completed Critical Care and Critical Load Applications can be sent to AEP Texas by:

- Fax: 361-880-6027
- Email: billing-dereg_texas@aep.com
- Email: criticalloadaeptx@aep.com
- Mail: AEP Texas
  P.O. Box 2121
  Corpus Christi TX 78403

Q&A

2021 AEP Texas
Competitive Retailer Relations Workshop
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RepDesk Overview

Cindy Juarez

Market Transaction Analyst

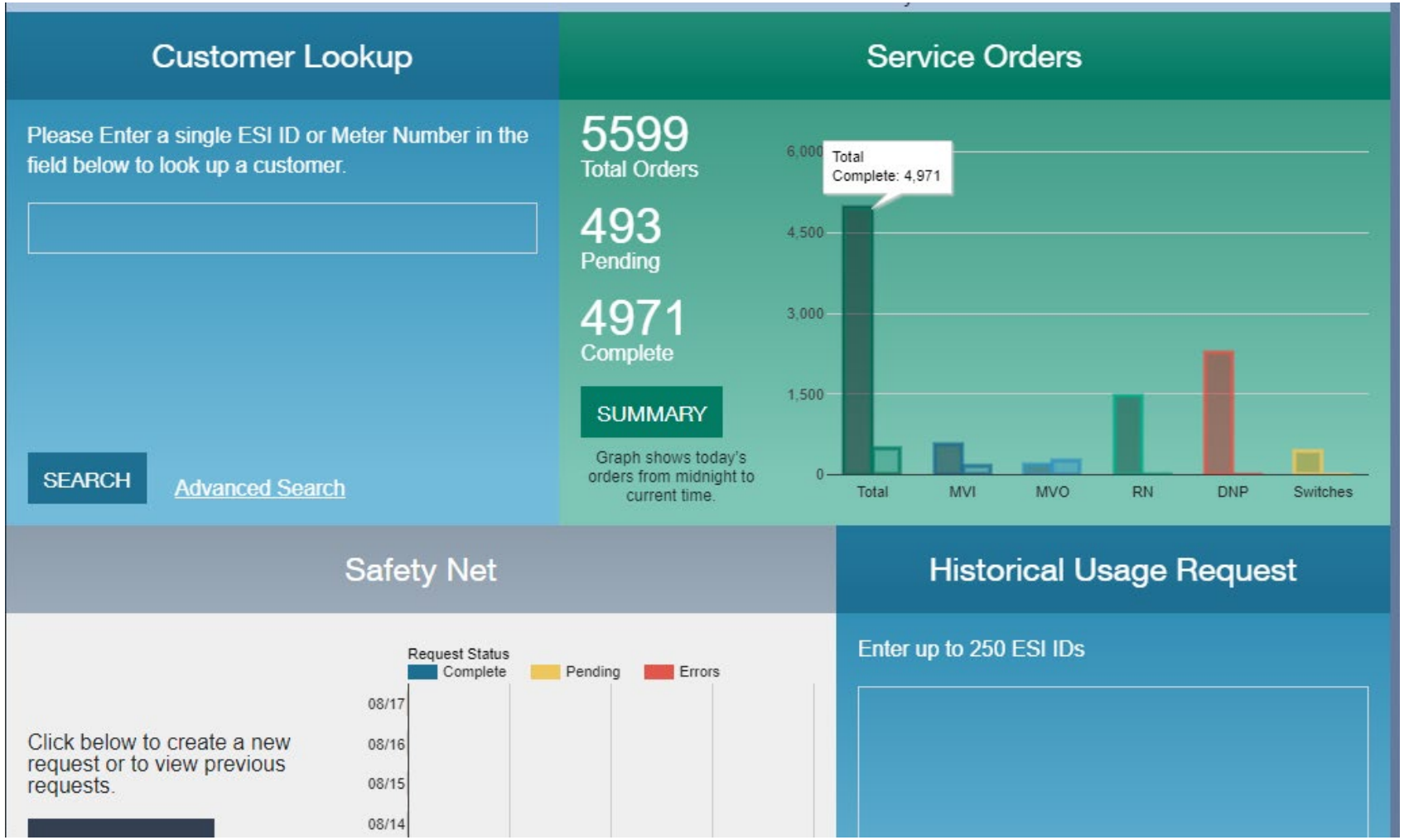
Cesar Ordaz

Market Specialist

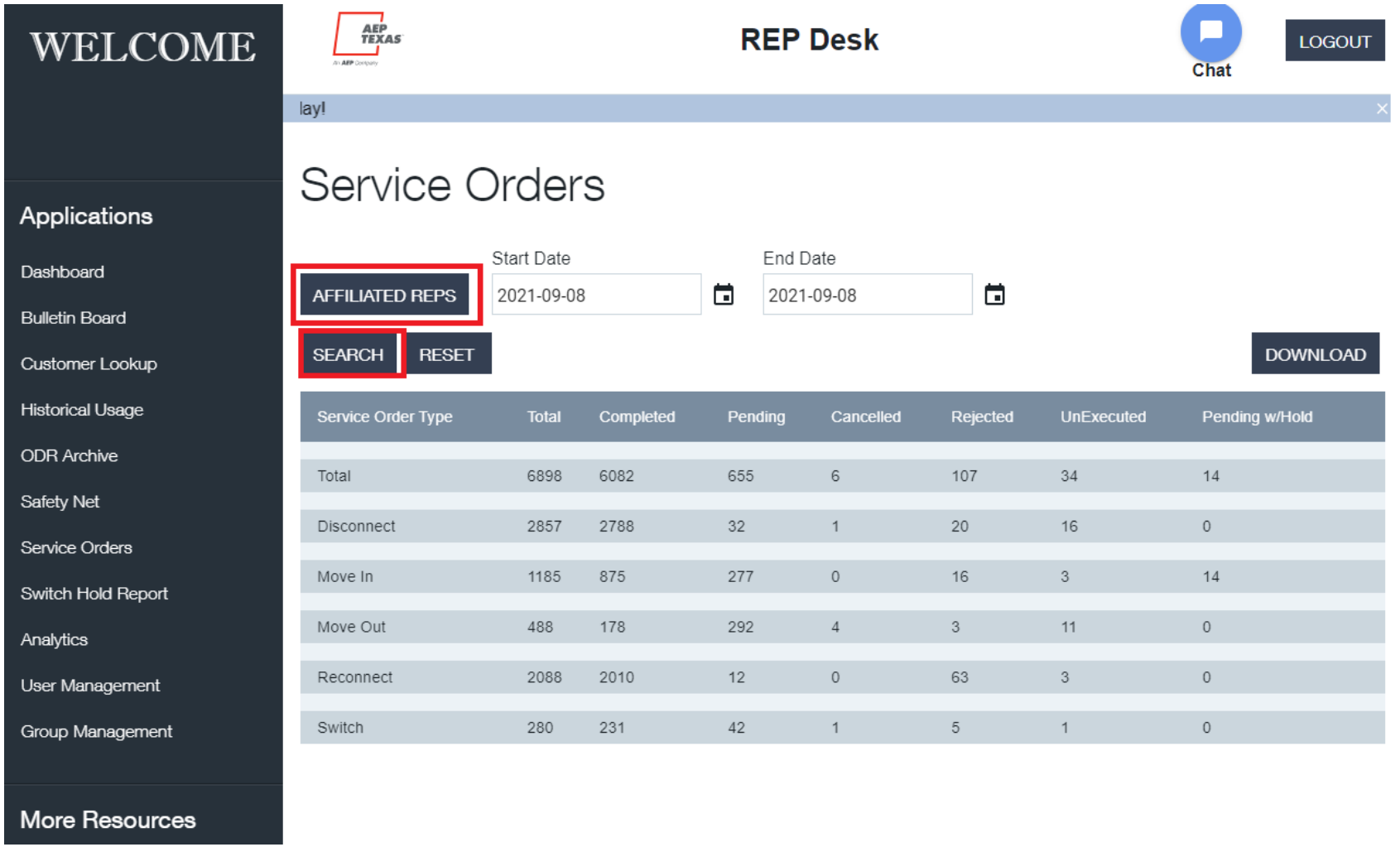
RepDesk Functionalities

- **Service Orders**
- **Historical Usage**
- **Safety Nets**
- **ODR (On Demand Reads)**

Service Orders

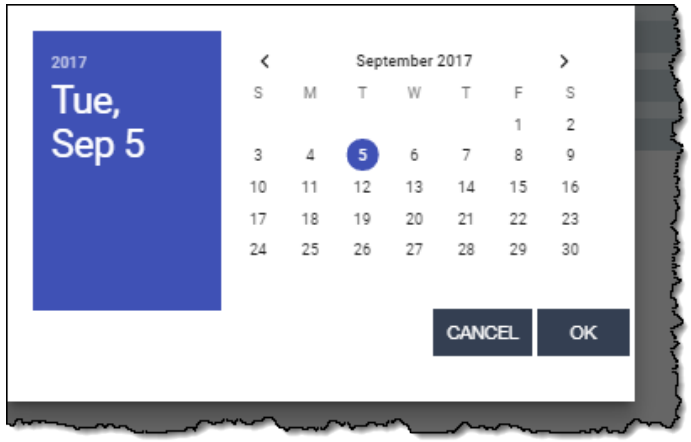


Service Orders cont.

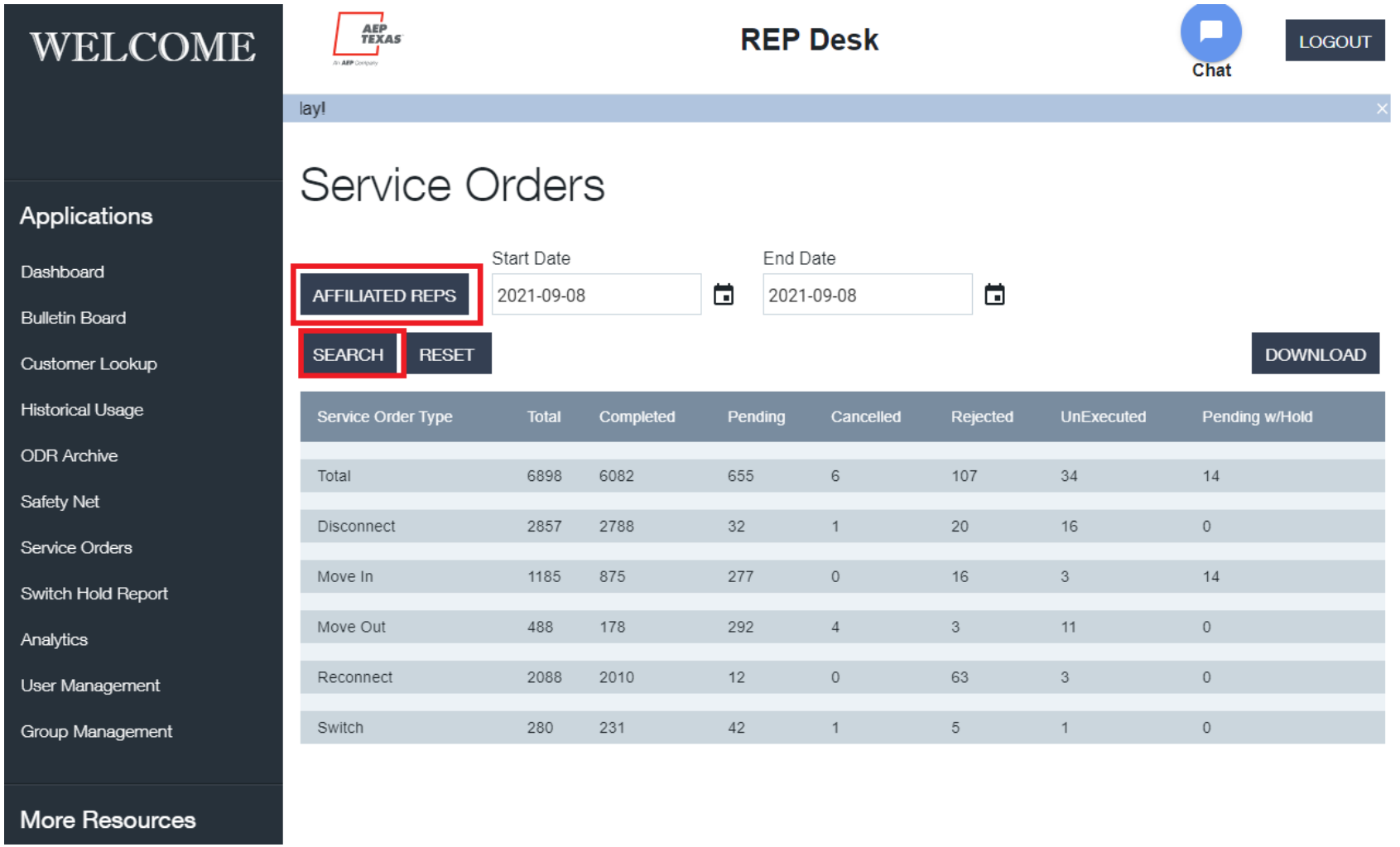


Service Order Type	Total	Completed	Pending	Cancelled	Rejected	UnExecuted	Pending w/Hold
Total	6898	6082	655	6	107	34	14
Disconnect	2857	2788	32	1	20	16	0
Move In	1185	875	277	0	16	3	14
Move Out	488	178	292	4	3	11	0
Reconnect	2088	2010	12	0	63	3	0
Switch	280	231	42	1	5	1	0

Service Orders cont.



Service Orders cont.



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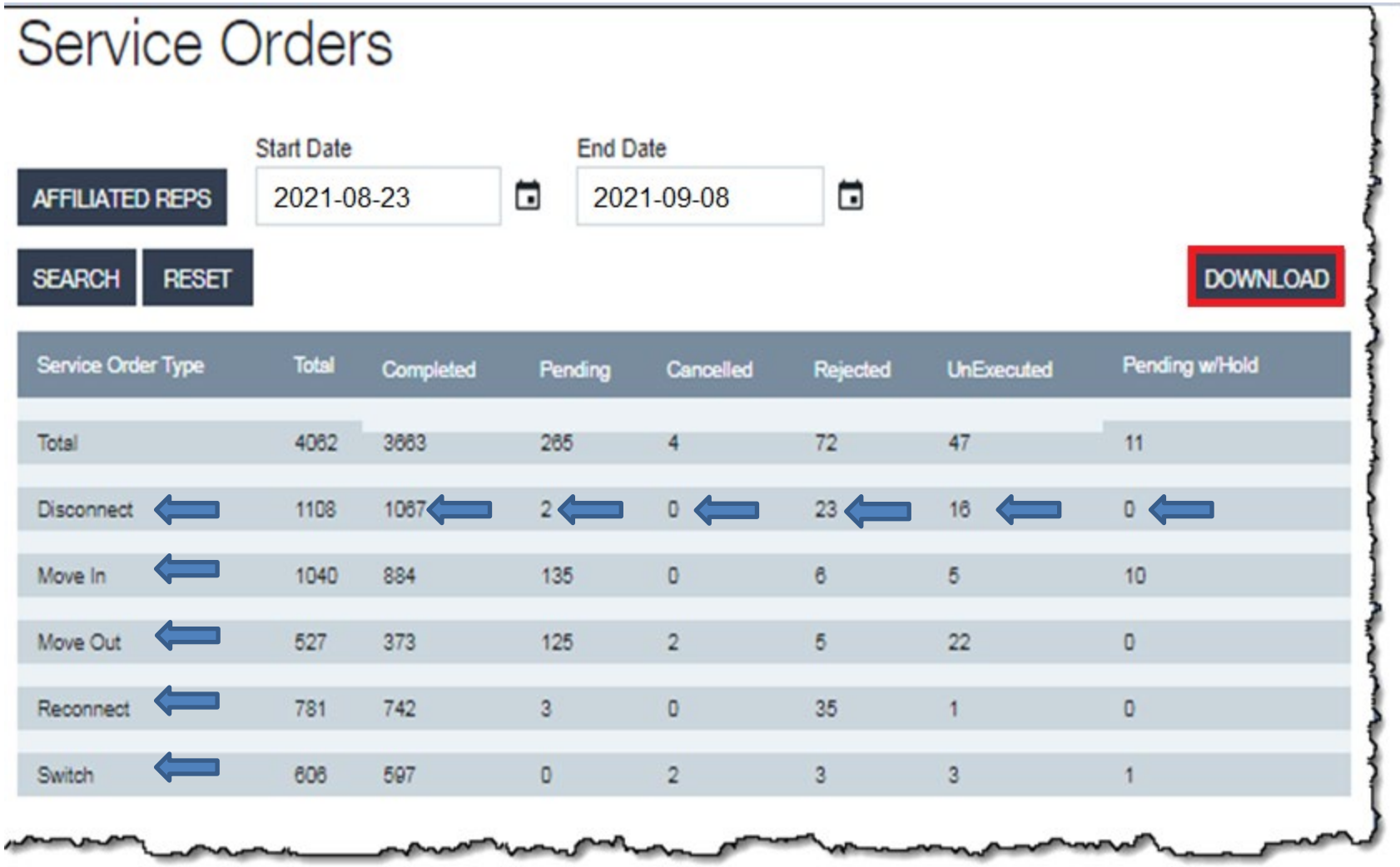
Move In	1185	875	277	0	16	3	14
Move Out	488	178	292	4	3	11	0
Reconnect	2088	2010	12	0	63	3	0
Switch	280	231	42	1	5	1	0

Service Orders cont.



Service Orders

AFFILIATED REPS

Start Date 2021-08-23

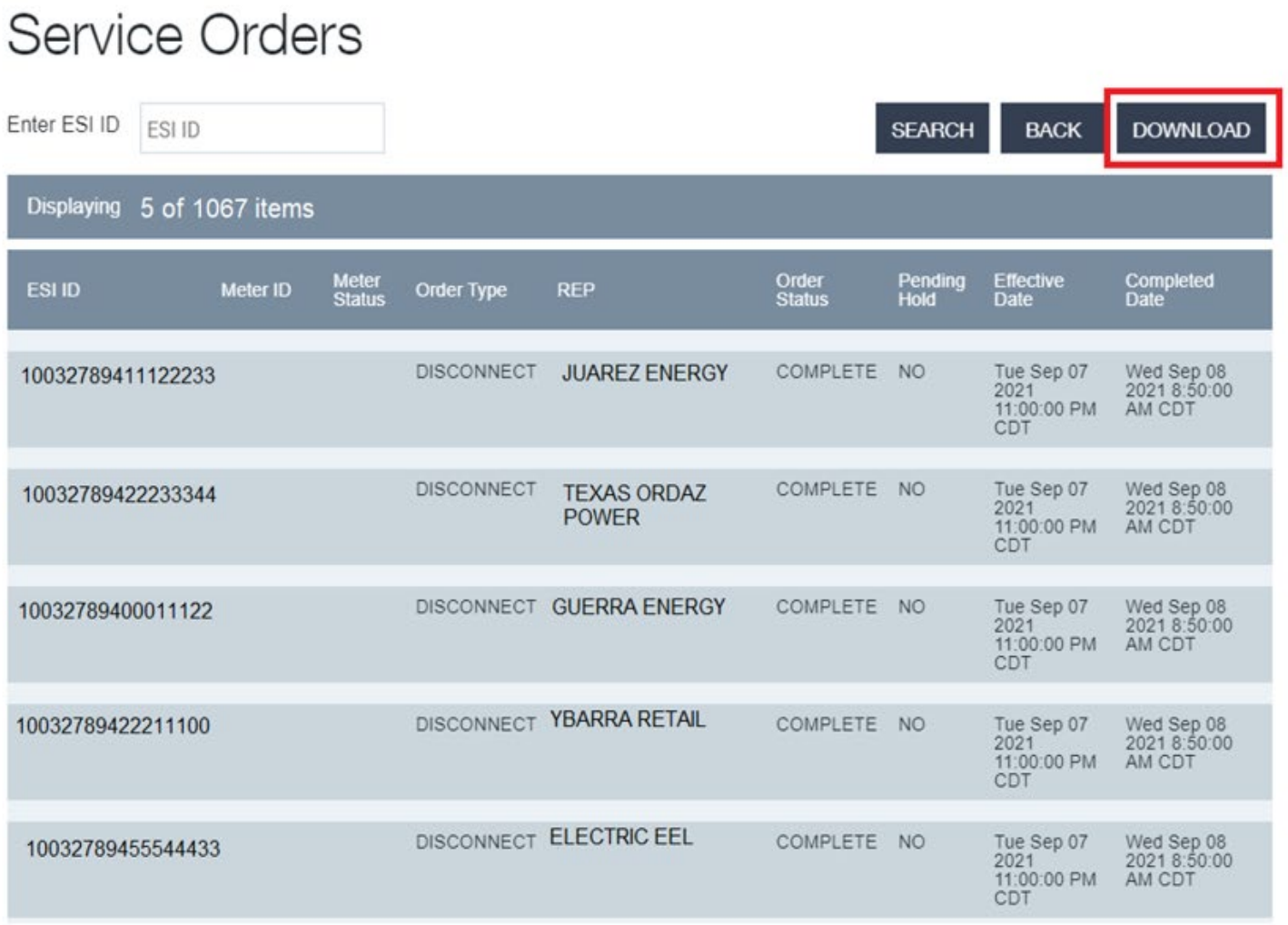
End Date 2021-09-08

SEARCH RESET

DOWNLOAD

Service Order Type	Total	Completed	Pending	Cancelled	Rejected	UnExecuted	Pending w/Hold
Total	4062	3663	265	4	72	47	11
Disconnect	1108	1067	2	0	23	16	0
Move In	1040	884	135	0	6	5	10
Move Out	527	373	125	2	5	22	0
Reconnect	781	742	3	0	35	1	0
Switch	606	597	0	2	3	3	1

Service Orders cont.



Service Orders

Enter ESI ID ESI ID

SEARCH BACK DOWNLOAD

Displaying 5 of 1067 items

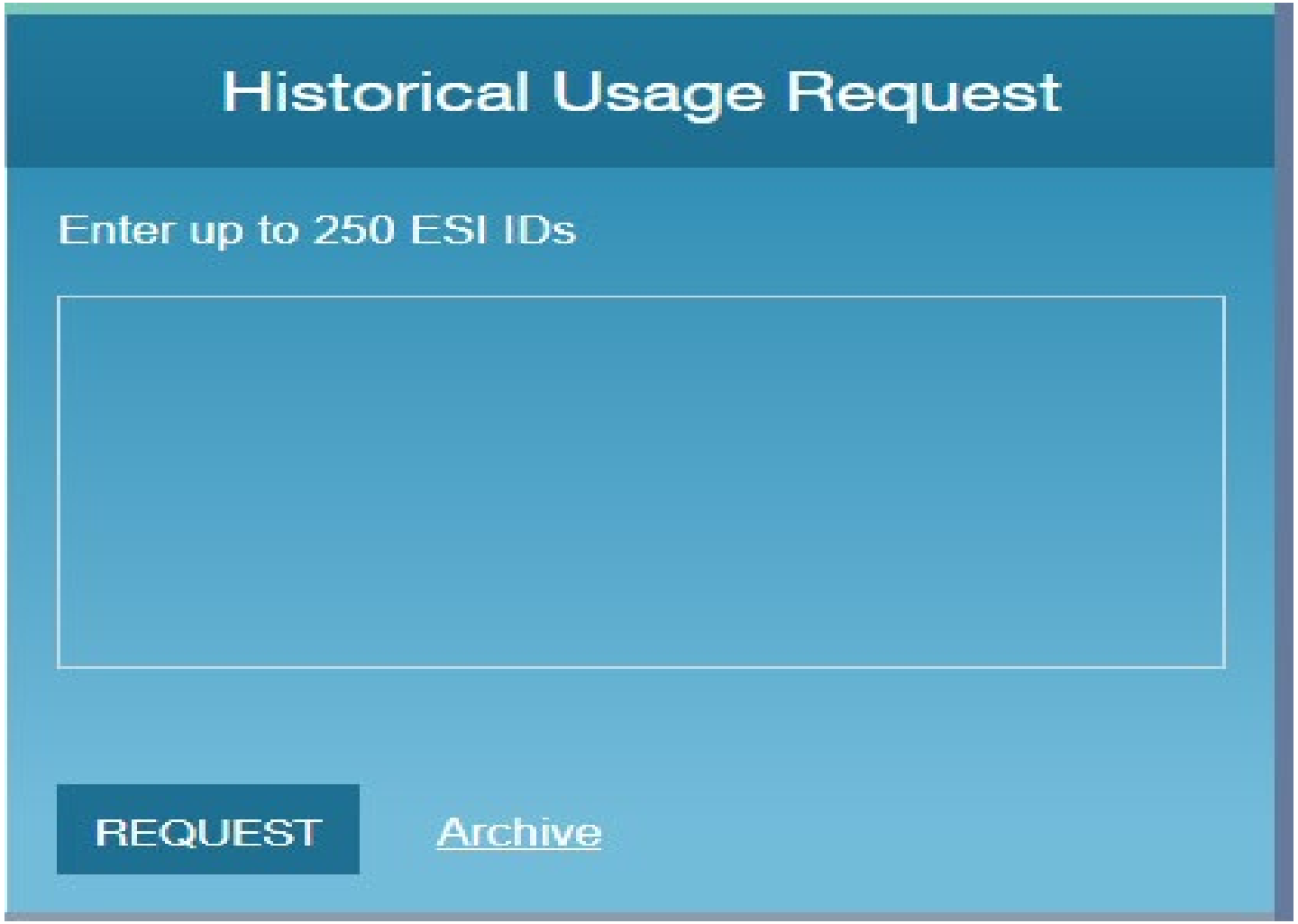
ESI ID	Meter ID	Meter Status	Order Type	REP	Order Status	Pending Hold	Effective Date	Completed Date
10032789411122233			DISCONNECT	JUAREZ ENERGY	COMPLETE	NO	Tue Sep 07 2021 11:00:00 PM CDT	Wed Sep 08 2021 8:50:00 AM CDT
10032789422233344			DISCONNECT	TEXAS ORDAZ POWER	COMPLETE	NO	Tue Sep 07 2021 11:00:00 PM CDT	Wed Sep 08 2021 8:50:00 AM CDT
10032789400011122			DISCONNECT	GUERRA ENERGY	COMPLETE	NO	Tue Sep 07 2021 11:00:00 PM CDT	Wed Sep 08 2021 8:50:00 AM CDT
10032789422211100			DISCONNECT	YBARRA RETAIL	COMPLETE	NO	Tue Sep 07 2021 11:00:00 PM CDT	Wed Sep 08 2021 8:50:00 AM CDT
10032789455544433			DISCONNECT	ELECTRIC EEL	COMPLETE	NO	Tue Sep 07 2021 11:00:00 PM CDT	Wed Sep 08 2021 8:50:00 AM CDT

Service Orders cont.

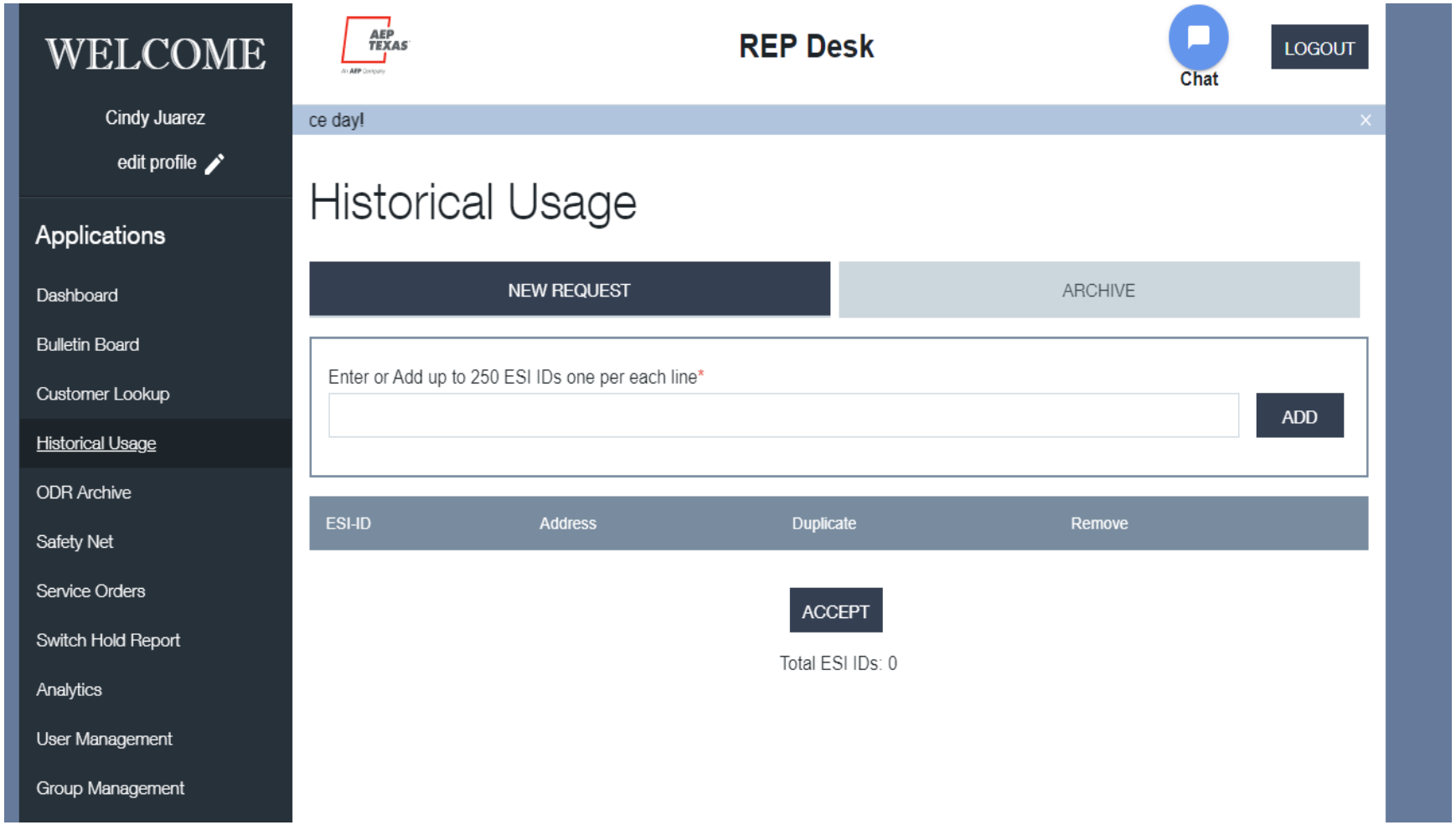
	A	B	C	D	E	F	G	H
1	Data From:	08/23/2021 00:00:00	09/09/2021 00:00:00					
2	**ESI ID**	**Meter ID**	**Meter Status**	**Order Type**	**REP**	**Order Status**	**Pending Hold**	**Effective Date**
3	10032789411122233	#######	Energized	DISCONNECT	JUAREZ	COMPLETE	NO	09/08/2021
4	10032789422233344	#######	Energized	DISCONNECT	JUAREZ	COMPLETE	NO	09/08/2021
5	10032789400011122	#######	Energized	DISCONNECT	TEXAS ORDAZ	COMPLETE	NO	09/08/2021
6	10032789422211100	#######	Energized	DISCONNECT	TEXAS ORDAZ	COMPLETE	NO	09/08/2021
7	10032789455544433	#######	De-Energized	DISCONNECT	GUERRA	COMPLETE	NO	09/08/2021
8	10032789400022233	#######	Energized	DISCONNECT	YBARRA	COMPLETE	NO	09/08/2021

*

Historical Usage



Historical Usage cont.



Historical Usage cont.

Summary billing data will be provided for all ESI-IDs; if the ESI-ID is IDR, the data will be supplied in an additional spreadsheet (one IDR ESI-ID per spreadsheet).

Please forward usage and load information in electronic (Microsoft Excel) format to:

REP Email Address*

cajuarez@aep.com

ADD EMAIL

Authorization Statement:

I affirm that I have the Authority to make and sign this request on behalf of my company for all ESI IDs that are associated with this request.

REP Requesting Usage History

AEP Competitive Retailer Relations (999999999)

☐ *By checking this box, I affirm that I have authorization from the Customer identified below to obtain Customer's historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.

Customer's Name* Customer's Company*

Name Company

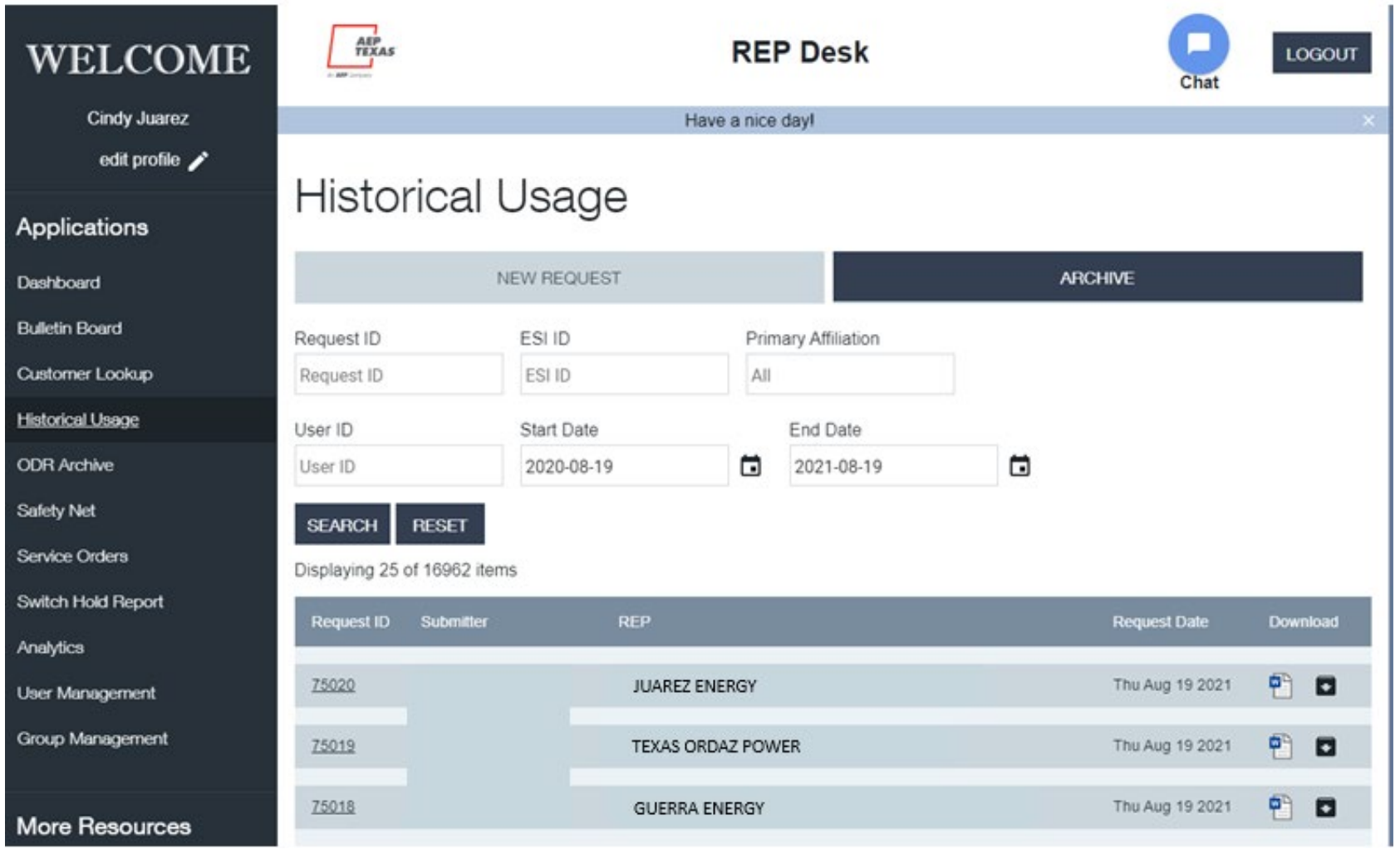
Customer's Title* Customer's Telephone Number*

Title ###-###-####

Customer's Billing Address* City*

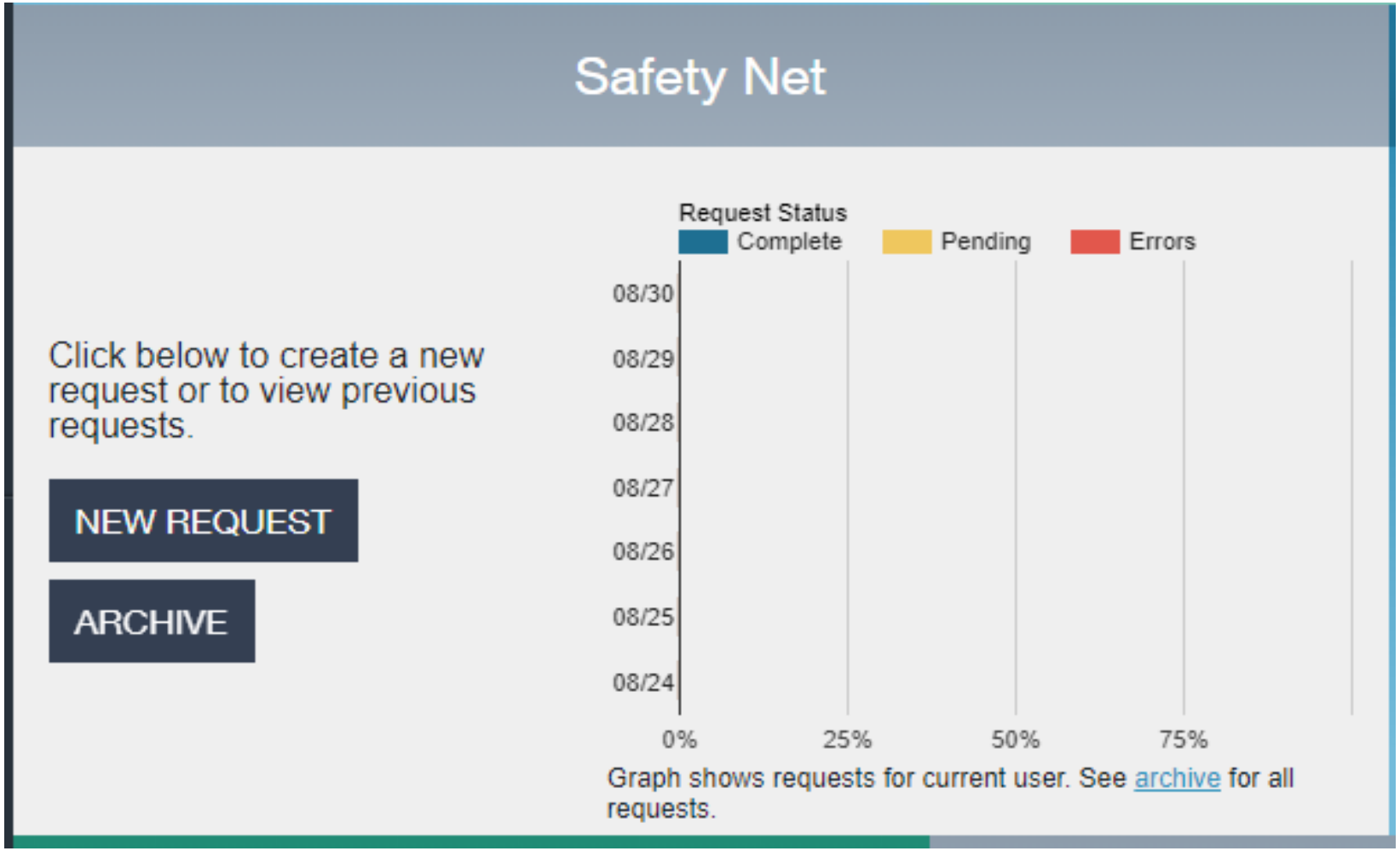
Billing Address City

Historical Usage cont.

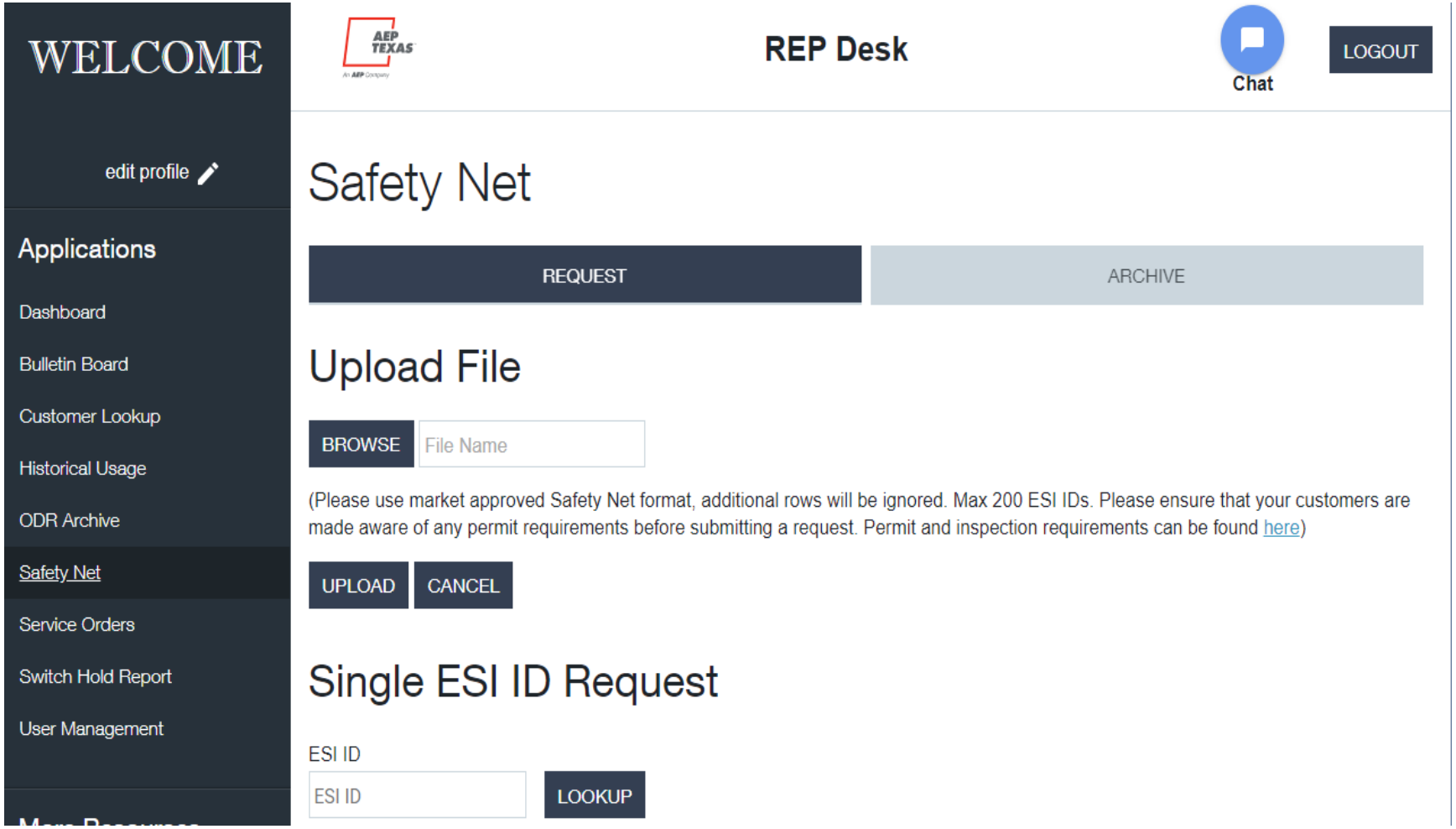


*

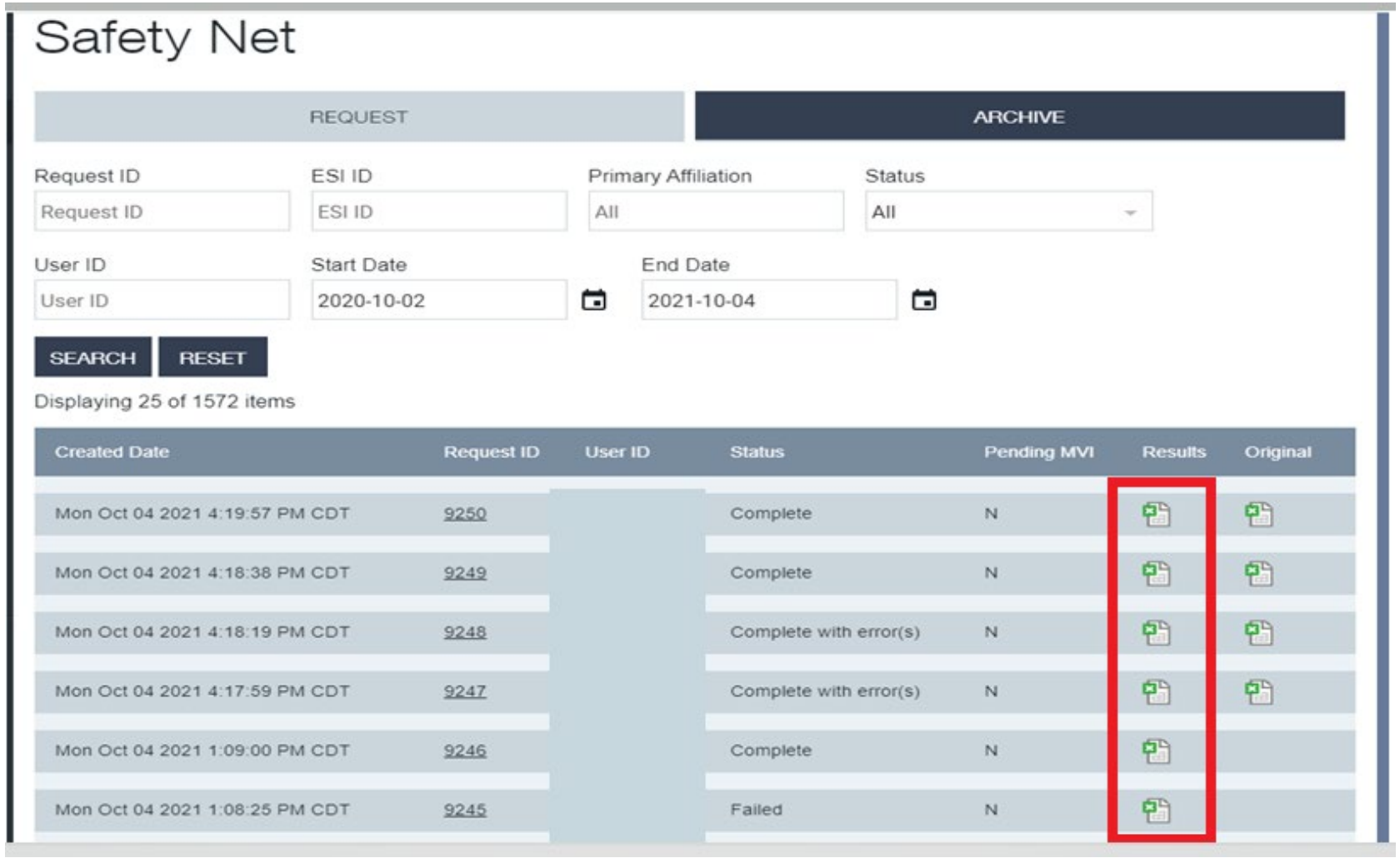
Safety Nets


Safety Net
Click below to create a new request or to view previous requests.
NEW REQUEST
ARCHIVE
Request Status
Complete
Pending
Errors
08/30
08/29
08/28
08/27
08/26
08/25
08/24
0%
25%
50%
75%
Graph shows requests for current user. See archive for all requests.

Safety Nets cont.

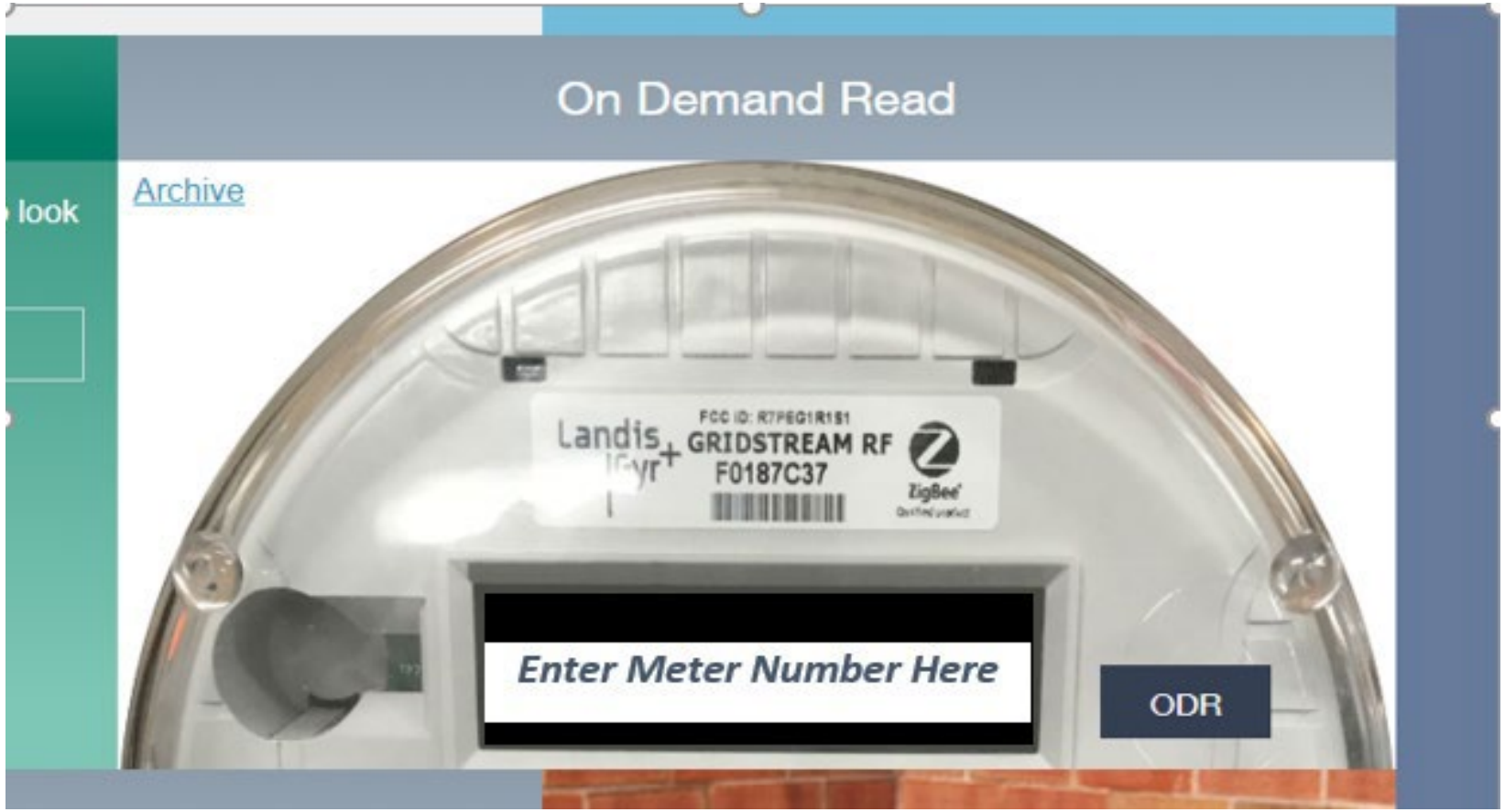


Safety Nets cont.

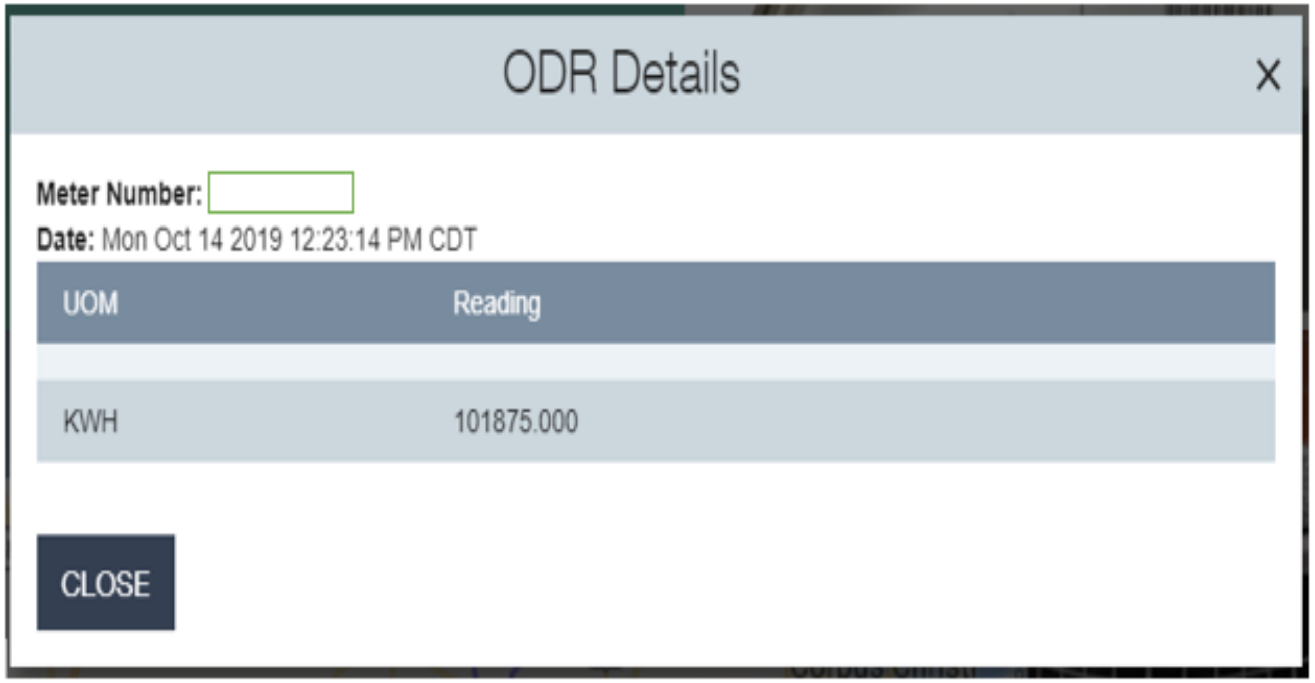


*

On Demand Read (ODR)

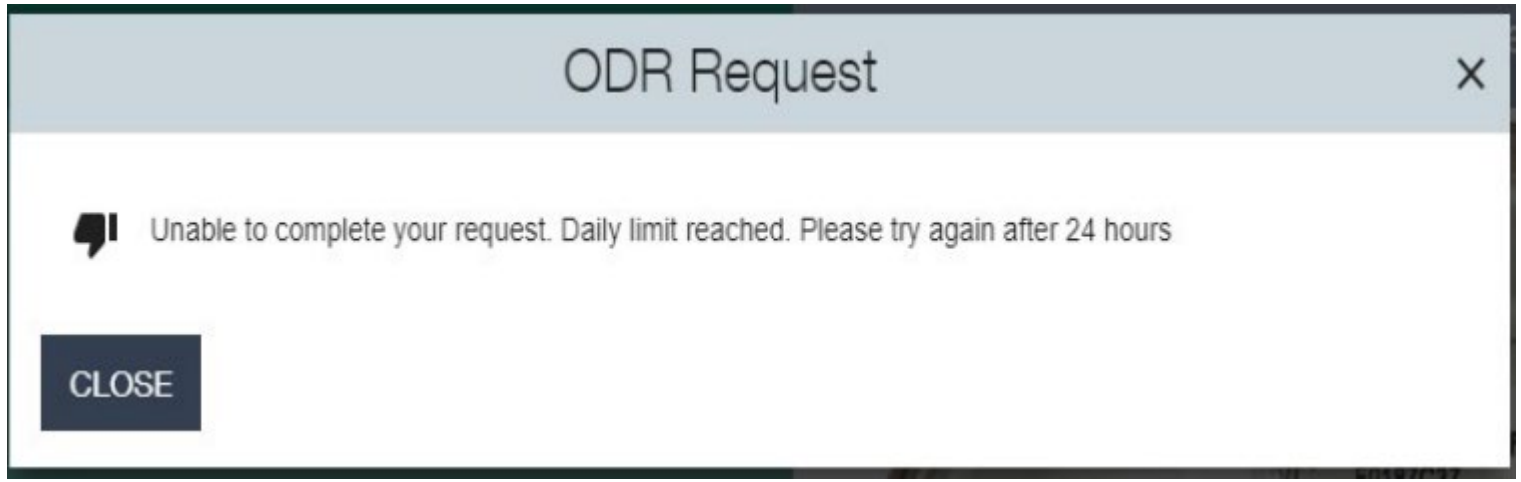


On Demand Read (ODR) cont.



On Demand Read (ODR) cont.

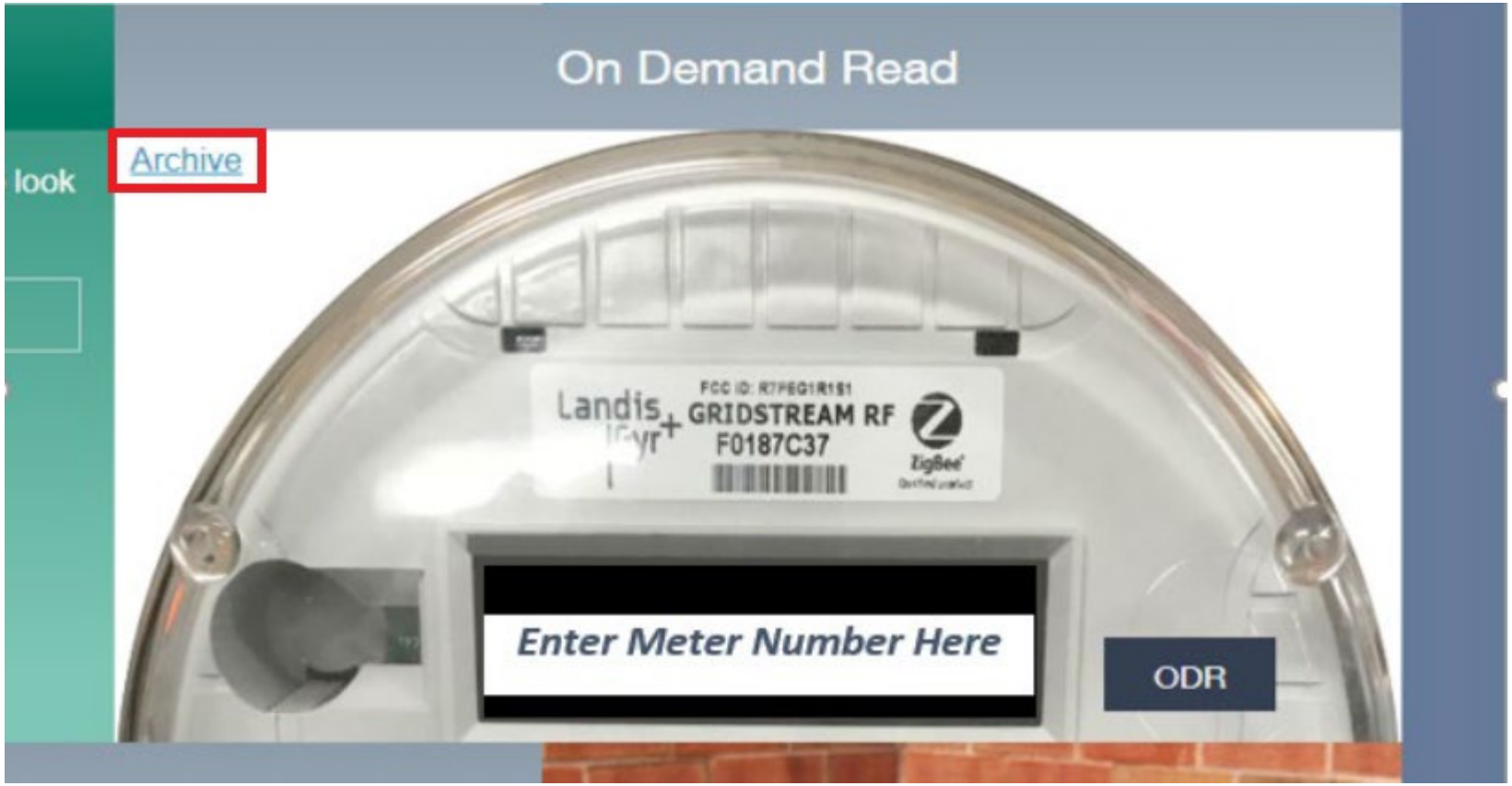
- User had pinged more than 25 meters in a 24 hr period



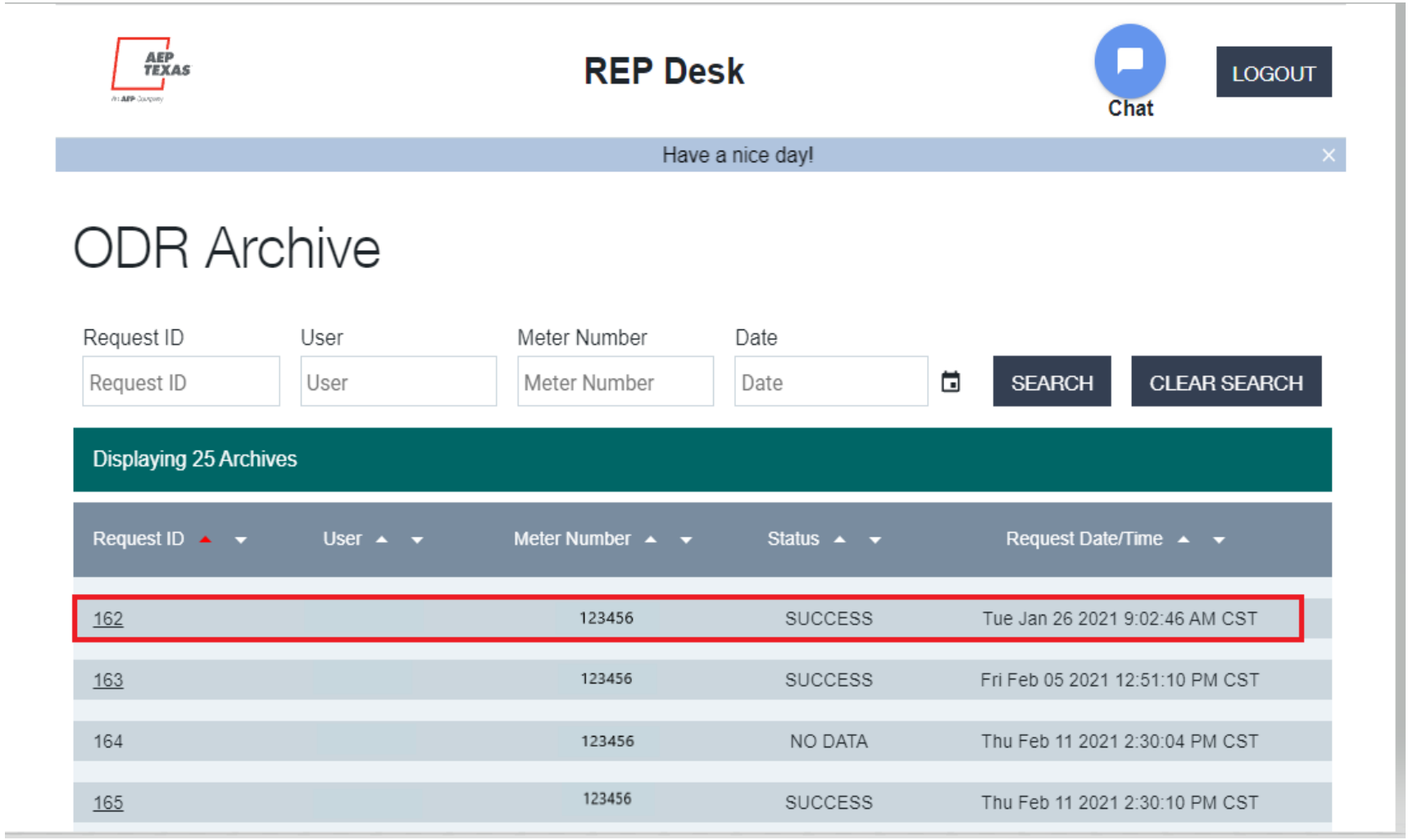
On Demand Read (ODR) cont.

- Same User, requested ODR from the same meter within a 24 hr period

On Demand Read (ODR)

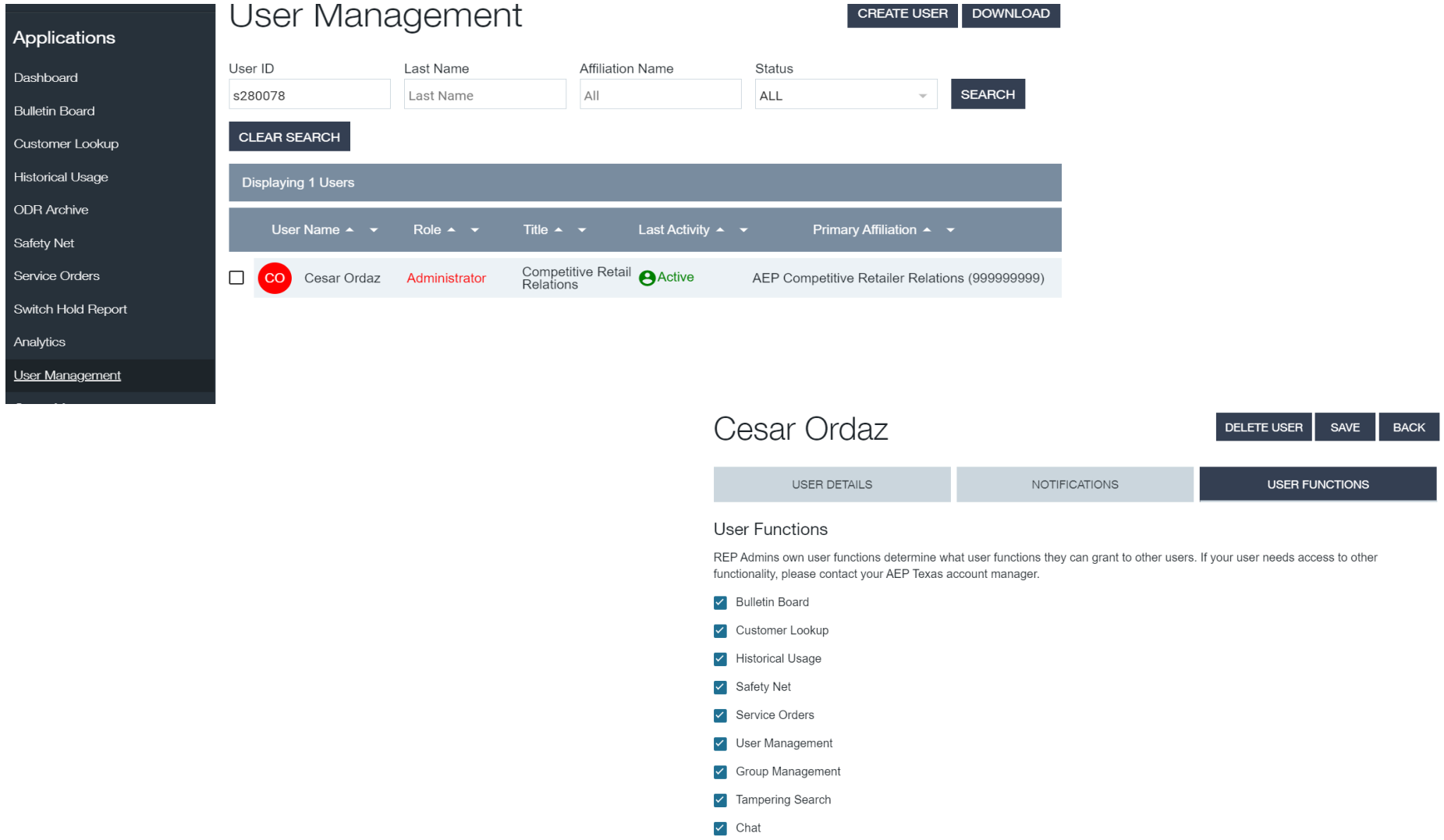


On Demand Read (ODR) cont.

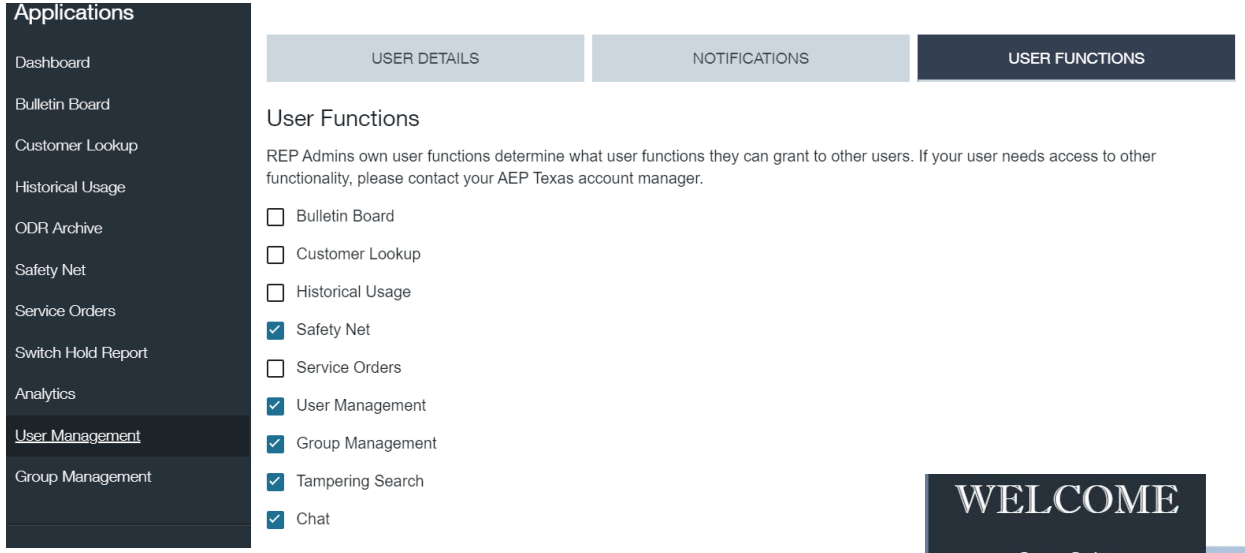


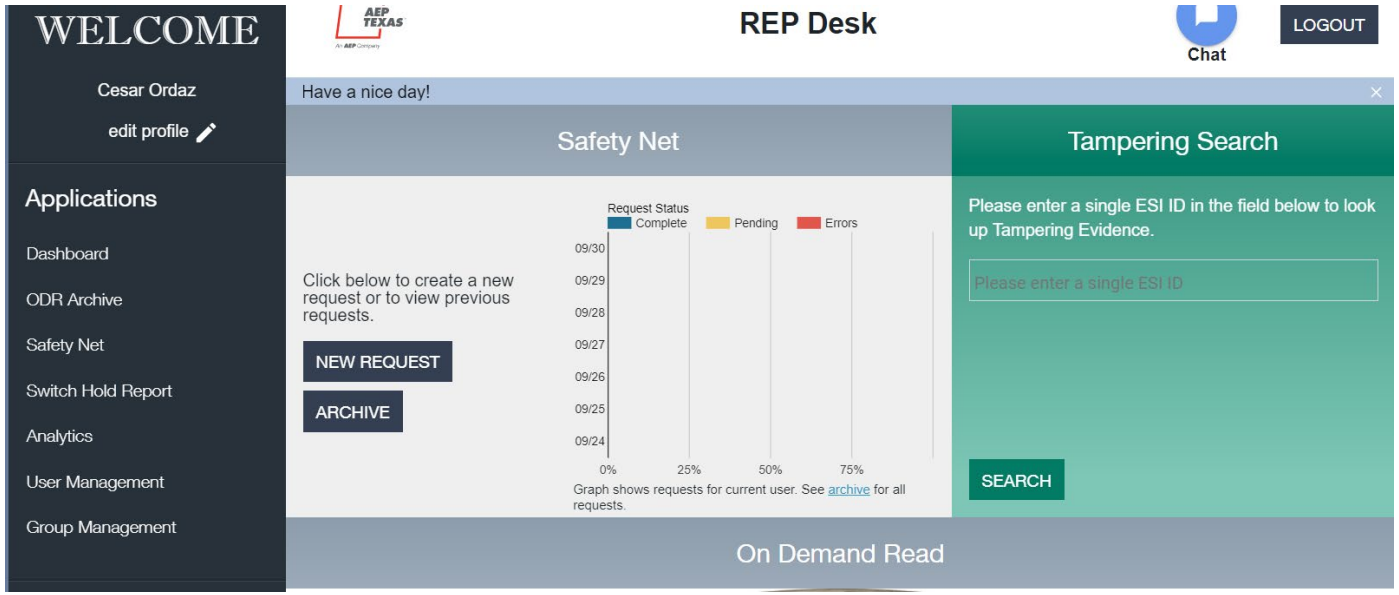
Q&A

Tile Customization

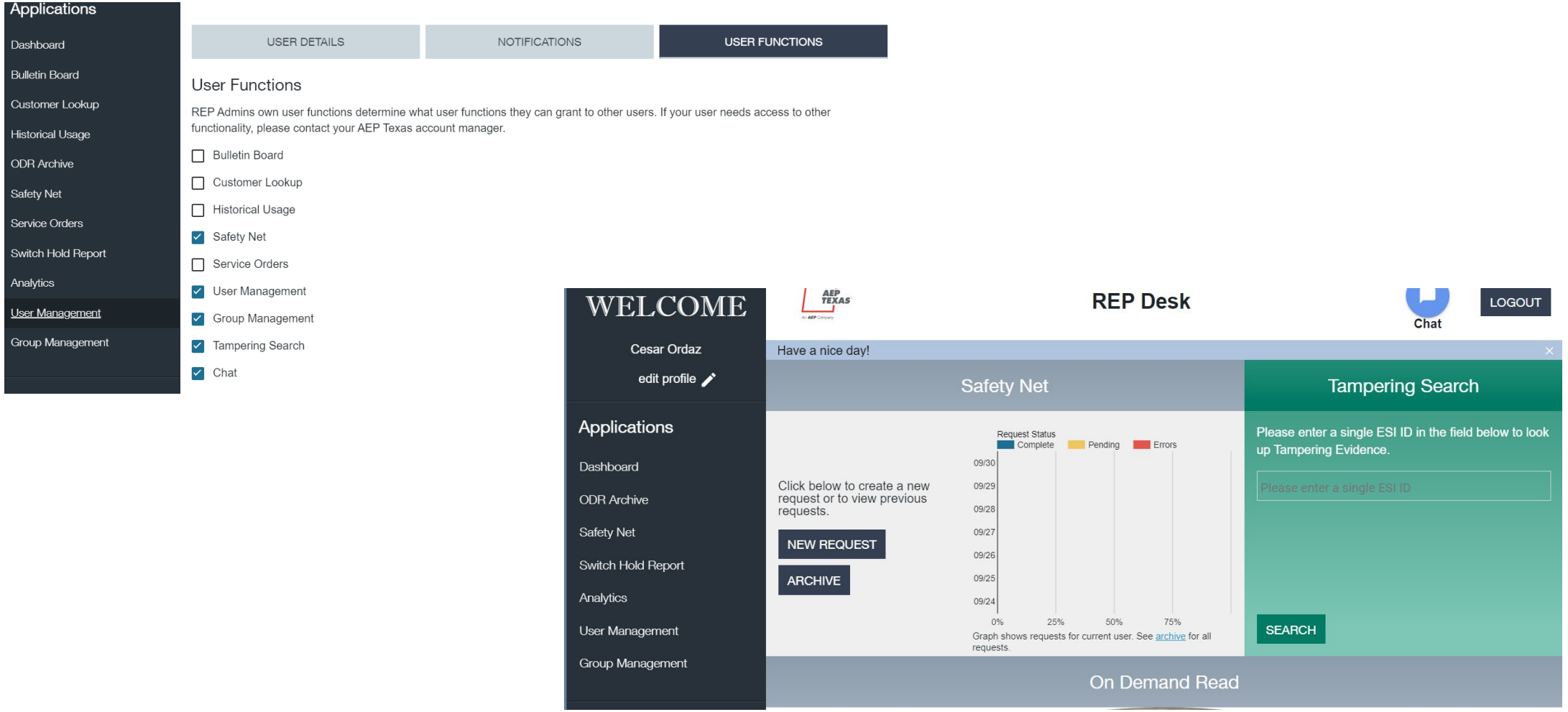


Tile Customization

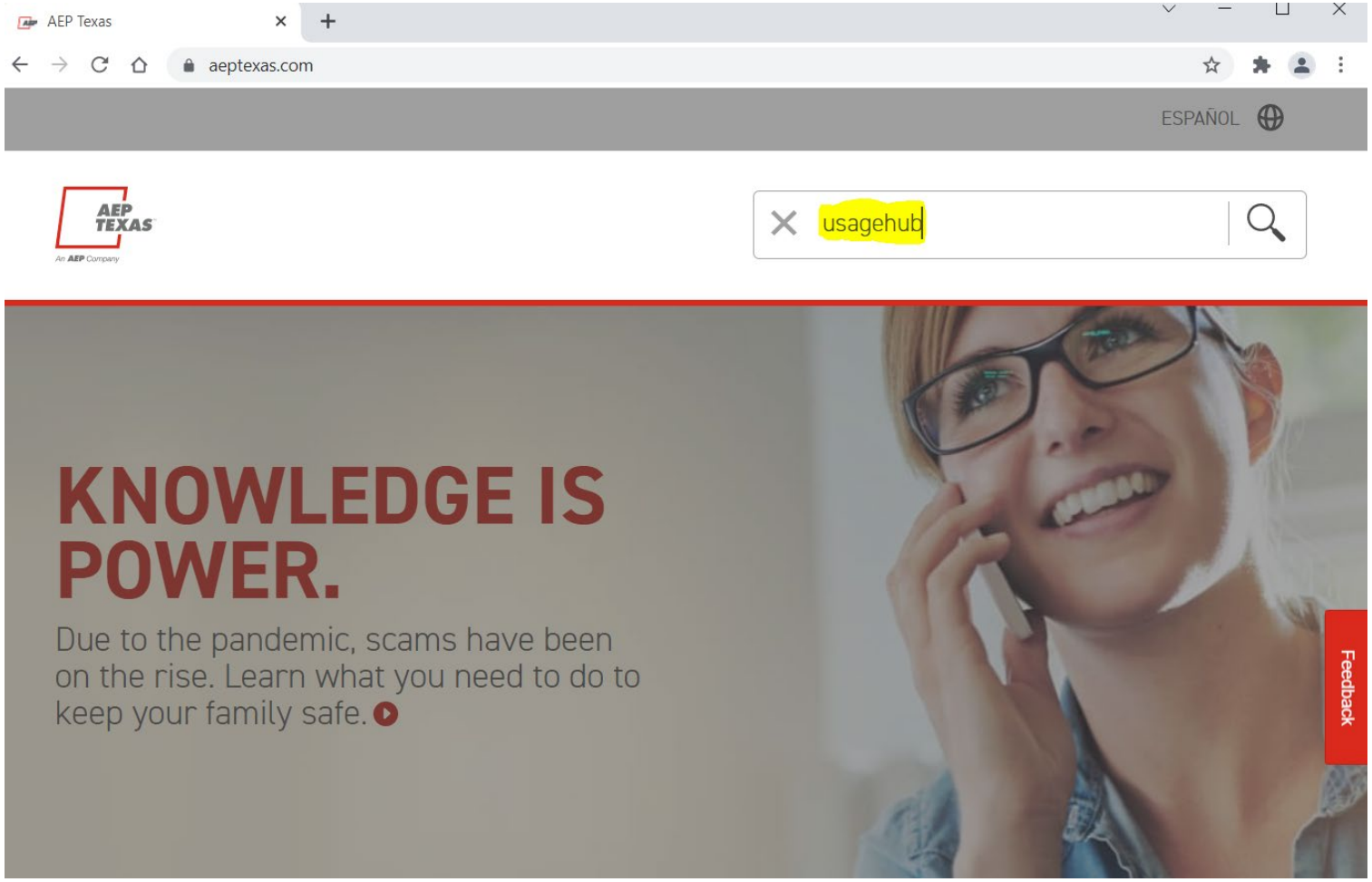




Tile Customization



Usage Hub Access



Usage Hub Access

Beginning Jan. 1, 2021, AEP Texas Historical Usage requests from Aggregators, Brokers, and Consultants will only be processed through the AEP Texas Usage Hub. If you have not registered for the AEP Texas Usage Hub yet, please send us an e-mail requesting to join the site to: aep_tx_usage_requests@aep.com, and we can send you a unique invitation link to get you started!

The AEP Texas Usage Hub website was launched in January of 2018 and allows Third-Party Service Providers (Aggregators, Brokers, and Consultants) to submit historical usage requests.

- The Usage Hub is available 24/7
- The data is usually received in minutes
- You can retrieve both IDR Data and summary data
- Requested data is archived on the site

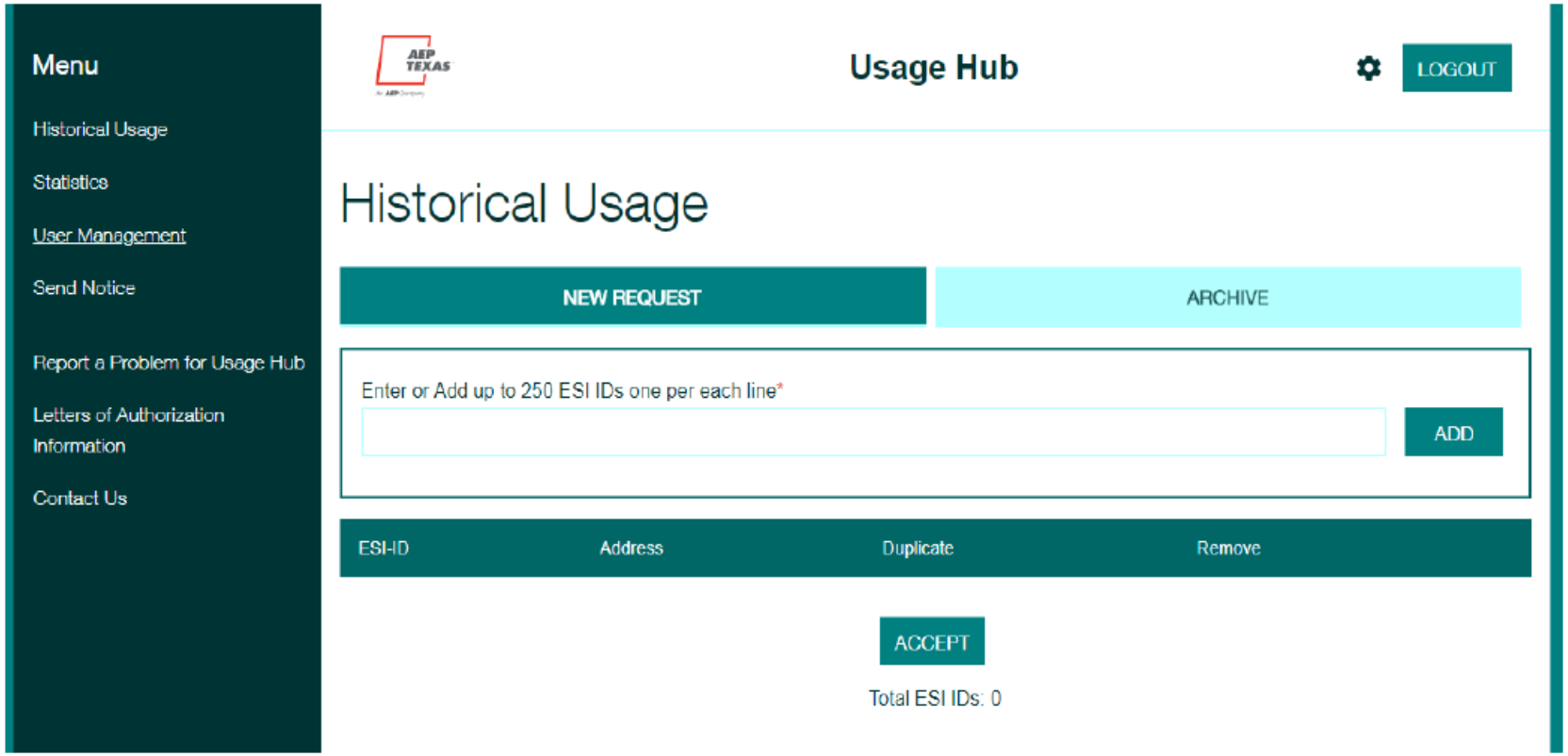
DOC Letter of Authorization

DOC Letter of Authorization Spanish

Requesting Access

- Send email to aep_tx_usage_requests@aep.com
- Invitation sent with link for setup

Historical Usage Requests
Usage Hub



Tips

I cant get into the Usage Hub

my password expired

I'm using internet explorer but Usage Hub doesn't work

Password Reset

- Email can be sent to aep_tx_usage_requests@aep.com

Q&A

2021 AEP Texas Competitive Retailer Relations Workshop

October 28, 2021

ERCOT Market Update

Jim Lee

Business Standards Consultant

ERCOT RMS Chair

Topics

1. TXSET 5.0 Release
2. Widespread, Prolonged Outages
3. AEP Texas' Emergency Operations Plan (EOP)
4. Switch Holds
5. IDR to AMI Transition

TXSET 5.0 Release

TXSET 5.0 Release

Background:

TXSET 5.0 will have three (3) supporting revision requests through the ERCOT Stakeholder process:

- **NPRR1095**, Texas SET V5.0 Changes
- **SCR817**, Related to NPRR1095, MarkeTrak Validation Revisions Aligning with Texas SET V5.0
- **RMGRR169**, Related to NPRR1095, Texas SET V5.0 Changes
  - Official Go-live date is TBD but anticipated for Q2/Q3 2024

Summary of Changes:

1. Inadvertent Switch (IAS) transactional solution
   - Adds indicators within the Move-In transaction for Inadvertent Gain/Loss "IA" and Customer Rescission "CR" so that TDSP systems can identify and accept the backdated transaction from REP involved in an Inadvertent Gain/Loss scenario without manual intervention. Allows for TDSP automation of subsequent cancel/rebill activities.
2. Adding Premise Type/ESI ID Attributes
   - TDSPs will assign a Premise Type identifier to an ESIID for easier identification when REPs enroll or service Customers. Will display on ERCOT MIS and TDSP ESIID Extract for REP consumption.

TXSET 5.0 Release

Summary of Changes (con't):

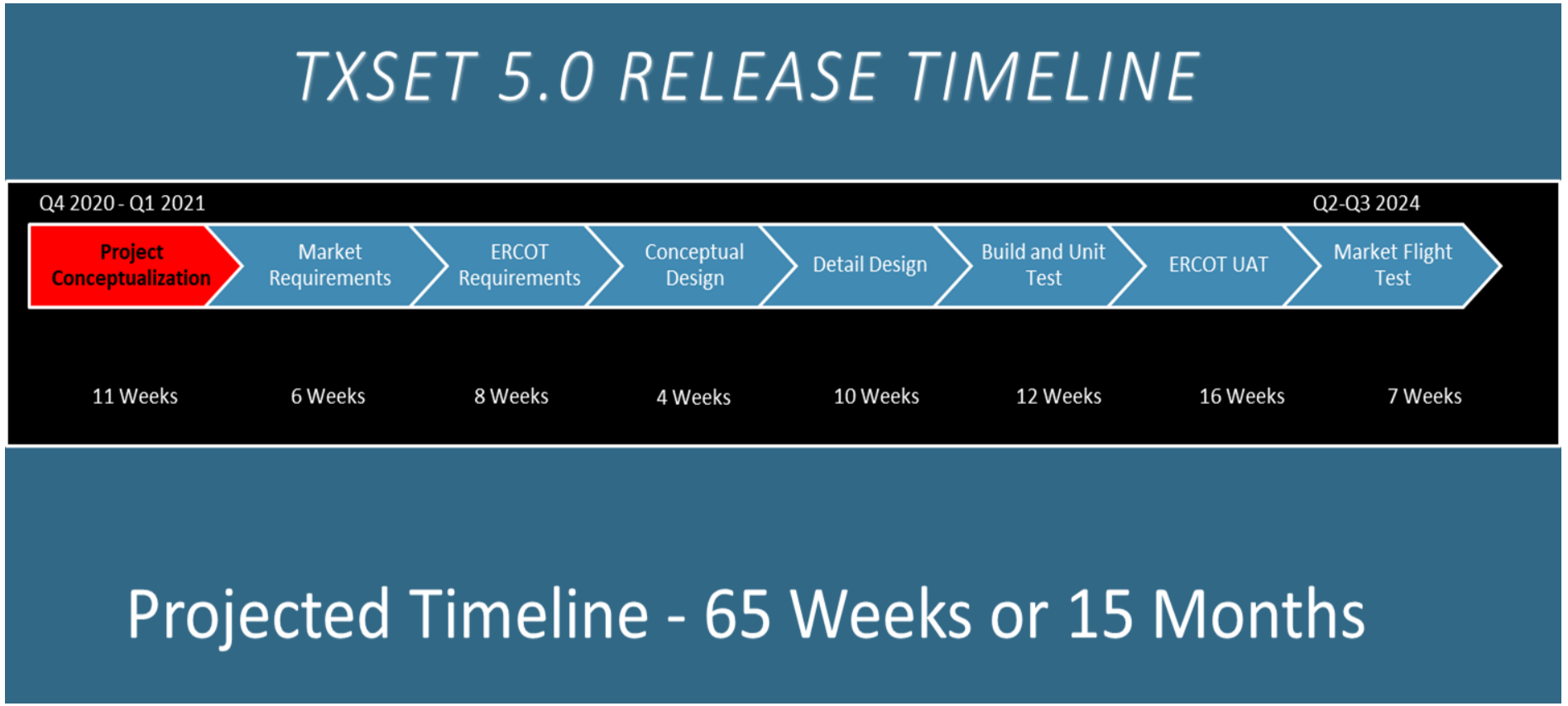
3. Bi-Directional RC/DC Notification
   - Allows REP to issue RC/DC from direct Customer request. Particularly useful during weather or Force Majeure events when Customer contacts the TDSP directly for RC/DC as opposed to contacting the REP.
4. Add County name to Customer Address
   - Supports PUCT Subst. R. 25.483(j) for Disconnection during Extreme Weather where a Weather Moratorium is declared by County. Helps REPs identify ESIIDs that are under Disconnect Moratorium.
5. Adding Construction Hold identifier
   - TDSP will use "CHP" to add transparency and identify locations for which Construction Hold is needed. Improves Customer experience.
6. Customer Authorization for TDSP Outage Notification enrollment
   - Allows REPs to pass Customer's authorization to enroll for TDSP Outage Notifications. After receiving authorization, TDSP will reach out to Customer to complete enrollment.
7. Adding Continuous Service Agreement (CSA) Validations
   - Clean up of CSA transactions, timing and processes between ERCOT, REPs, and TDSPs to improve Customer experience.

TXSET 5.0 Release

Summary of Changes (con't):

8. Enhancing point-to-point 650 transactions between TDSP & REP to align transactional communication with real life field activities
   - Differentiate situations which require standard Move Out vs. Move Out w/ Meter Removal
   - Specify how a REP shall Reconnect an ESIID when they did not send the Disconnect
   - TDSP to inform REP when using a meter at a different location
9. Reject and Unexecutable Code Clean Up
   - Instances where a customer has installed DG without an Automatic Transfer Switch (ATS) and/or without a signed IA with the TDSP
   - TDSP Code Clearance violations
   - Standardizing common Reject codes that were once "free form" entries
   - ERCOT reject of Standard Switch when pending MVO exists

TXSET 5.0 Release



Widespread, Prolonged Outages

Widespread Prolonged Outages

In February 2021, the entire state of Texas experienced widespread, prolonged outages for nearly an entire week. Below, AEP Texas provides guidance to CRs regarding our business processes whenever there is a widespread, prolonged outage due to an emergency event.

Q: What is a Widespread, Prolonged Outage?

A: It is an event that results in a loss of electric power that affects a significant number of distribution customers of a TDU; and has lasted or is expected to last for at least eight (8) hours; and is a risk to public safety.

Q: How does AEP handle missing intervals during a widespread, prolonged outage?

A: AEP Texas has established internal procedures and thresholds to assist with activating the Catastrophic Estimation Process (CEP) in advance of emergency events. AEP Texas will always send market notices to the RMS Listserv whenever CEP is activated.

Q: What is CEP?

A: CEP is an internal tool AEP Texas has developed which can be activated prior to or during an emergency event that will replace estimated interval usage with Zero usage for non-communicative meters. If the meter maintains communication, AEP Texas will use the Actual usage from the meter in LSE files to the market. Additionally, any Actual reads obtained through the Gap Fill Retrieval process after an emergency event has passed will override any CEP reads previously sent to the market. Any changes to interval data will be sent in a “re-versioned” LSE file for market consumption.

AEP Texas’

Emergency Operations Plan (EOP)

Emergency Operations Plans (EOP)

Emergency Operations Plan (EOP) are operating procedures in the event of widespread emergency events such as hurricanes or ice storms. Due to the unique nature of each emergency event, AEP Texas may elect to activate EOP procedures at its discretion and can be activated concurrently with ERCOT Energy Emergency Alerts (EEA), where necessary. When EOP is activated, AEP Texas will send a market notice to the RMS Listserv to inform the market.

Which communication platforms will AEP Texas utilize before, during, and after an EOP event?

- AEP Mobile Alerts notifications & text messaging (for enrolled customers)
  - *Customers will receive an Estimated Time of Restoration (ETOR) as available*
- Social Media platforms – Facebook & Twitter
- AEP Texas public facing website: http://www.aeptexas.com
- Local news media & Area-wide news media

How frequently are Outage Maps updated?

- Every 15 minutes

Does AEP Texas activate CEP for all EOP events?

- Not all EOP events necessitate CEP activation, but AEP Texas will send market notices to the RMS Listserv any time CEP is activated.

Emergency Operations Plans (EOP)

Are Critical Care, Chronic Condition, and Critical Load customers treated differently during an EOP event?

- Although Critical Care and Critical Load Customers qualify for notifications of interruptions or suspensions of service per PUCT Subst. Rule 25.497(c)(2), "designation as a Critical Load Customer, Critical Care Residential Customer, or Chronic Condition Residential Customer *does not guarantee the uninterrupted supply of electricity*".

Will Critical Care, Chronic Condition, and Critical Load customers receive special messaging from AEP Texas during an EOP event?

- AEP Texas proactively reaches out *to all potentially impacted Customers* in the AEP Texas customer base prior to an EOP event by using call blast messages, broadcast voicemails, traditional news media, and social media to ensure proper communication coverage for all potentially impacted customers.

What information will the messages contain?

- The messages will alert Customers of the pending emergency and include a prominent reminder for Critical Care & Chronic Condition customers to establish back-up power support in case of outage. It is highly encouraged that CRs utilize these communications from AEP Texas to develop your own specialized messaging to your Critical Care & Chronic Condition customers.

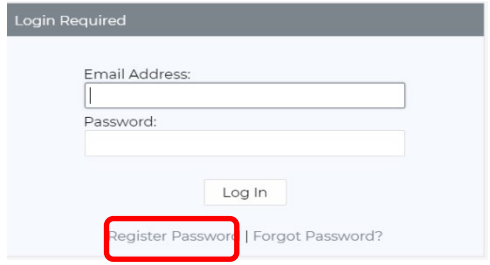
Upcoming Changes to AEP Texas Market Communications

- AEP Texas will discontinue distribution of ***market-wide market notice*** through the AEP Bulletin Board.
  - AEP Texas Bulletin Board will store Tampering communications and evidence, as it does today.
  - AEP Texas Bulletin Board will also serve as disaster back-up communications for AEP Texas, if needed.

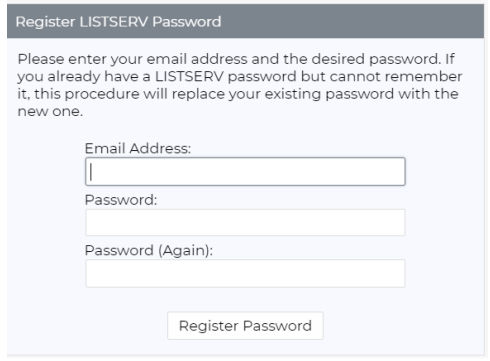
- AEP will utilize the ***RMS ListServ as the primary method*** when distributing market-wide market notices.
  - Will be sent from "CRRTX2"
  - Notices distributed via RMS ListServ will include, but not limited to:
    - ✓ System Updates or Outages – NAESB, AMS, AEPCH, MDM, etc.
    - ✓ Tariff Updates – Rate Changes, Changes in Delivery Charges, etc.
    - ✓ Emergency Operations Plan Activation/De-activation – AEP Texas "One Voice"
    - ✓ CEP Activation/De-activation

Registering to RMS ListServ

- If not already registered with ERCOT RMS ListServ, here is how to register :
  1) Click here: [LISTSERV - lists.ercot.com]
  2) Then click “Log In” (top right corner)
  3) Under “Login Required” screen, click on “Register Password”



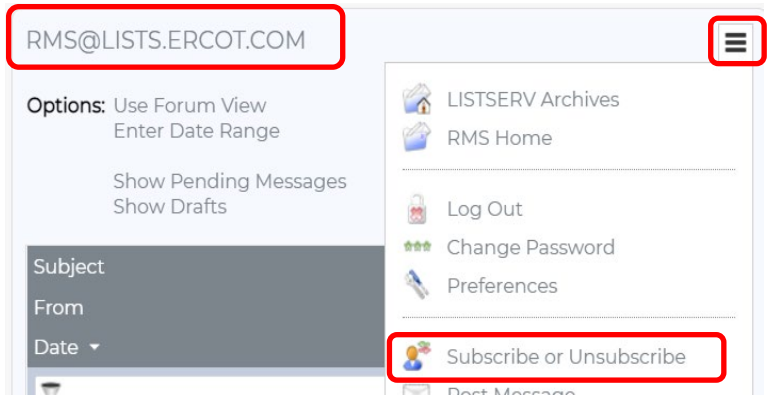
  4) Enter Email Address you wish to receive notices and create Password… Click “Register Password”



  5) A Password Registration Request will be sent to the email you provided
  6) Simply follow the instructions within the registration email to complete registration

Registering to RMS ListServ

- Once registered, log in and navigate to “RMS” on the list and click the triple-hash drop down and select “Subscribe” and you will receive an email instructing you on finalizing your subscription.



- ListServs utilized for Retail-specific communications (can be used by all Retail MPs):
  - RMS (Retail Market Subcommittee)
  - RECTF (Retail Emergency Conditions Task Force)
  - RMTTF (Retail Market Training Task Force)
  - PROFILINGWG (Profiling Working Group)
  - TDTMS (Texas Data Transport & MarkeTrak Systems Working Group)
  - TXSET (Texas SET Working Group)
  - WEATHER_MORATORIUMS (Weather Moratoriums)

Switch Holds

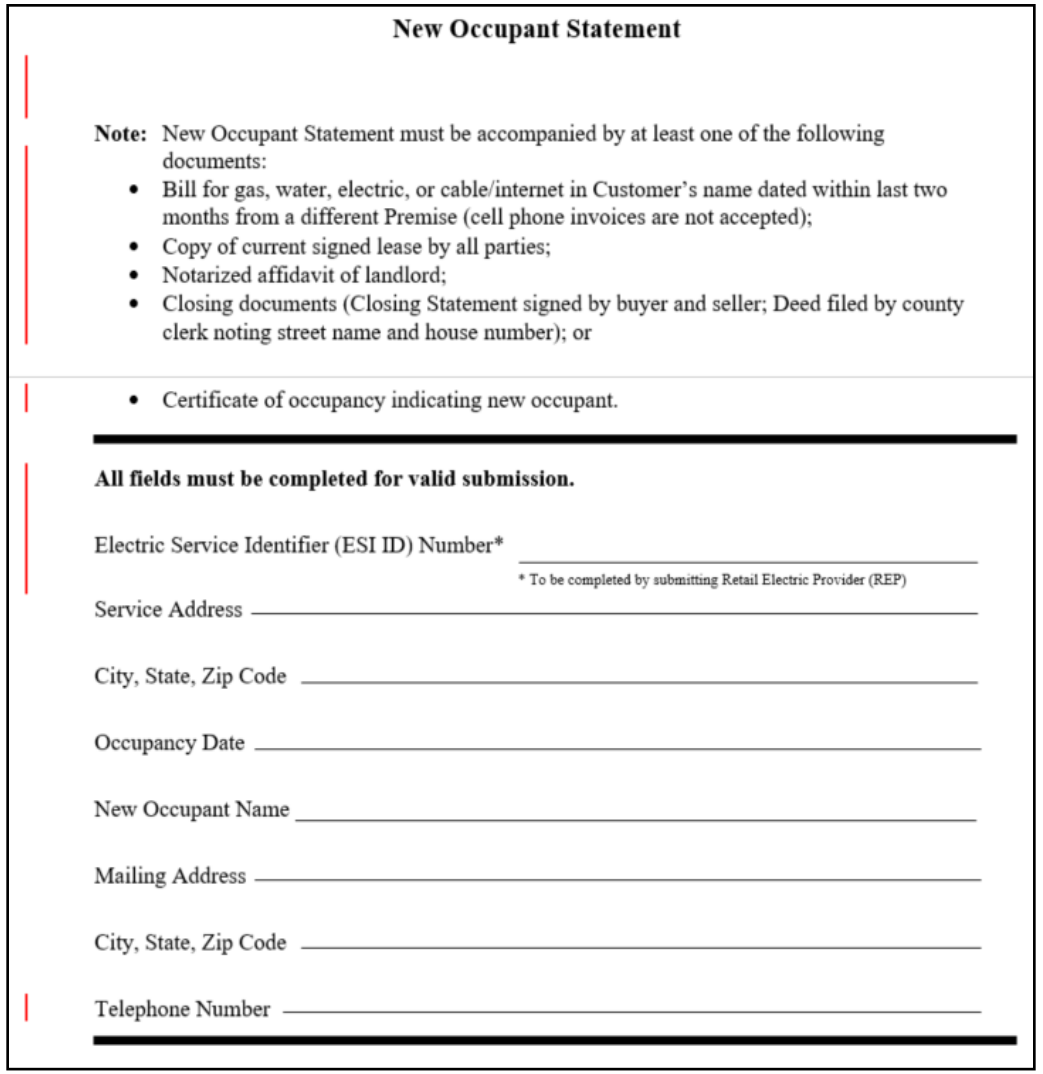
Updates to the NOS (New Occupant Statement)

CRs must use the NOS ***plus*** at least one accompanying document when requesting TDSP removal of a Switch Hold for purposes of a new Move-In via MarkeTrak.

Satisfactory documentation includes, but not limited to, a Utility Bill (gas/water/electric/internet) dated within last 2 months from another address.

All NOS fields must be ***complete*** and ***accurate***. If not, the TDSP may reject the MarkeTrak issue.

New fields include:
- ESI ID (to be filled out by CR)
- Telephone Number



New Occupant Statement

Note: New Occupant Statement must be accompanied by at least one of the following documents:

- Bill for gas, water, electric, or cable/internet in Customer's name dated within last two months from a different Premise (cell phone invoices are not accepted);
- Copy of current signed lease by all parties;
- Notarized affidavit of landlord;
- Closing documents (Closing Statement signed by buyer and seller; Deed filed by county clerk noting street name and house number); or
- Certificate of occupancy indicating new occupant.

All fields must be completed for valid submission.

Electric Service Identifier (ESI ID) Number* _____

* To be completed by submitting Retail Electric Provider (REP)

Service Address _____

City, State, Zip Code _____

Occupancy Date _____

New Occupant Name _____

Mailing Address _____

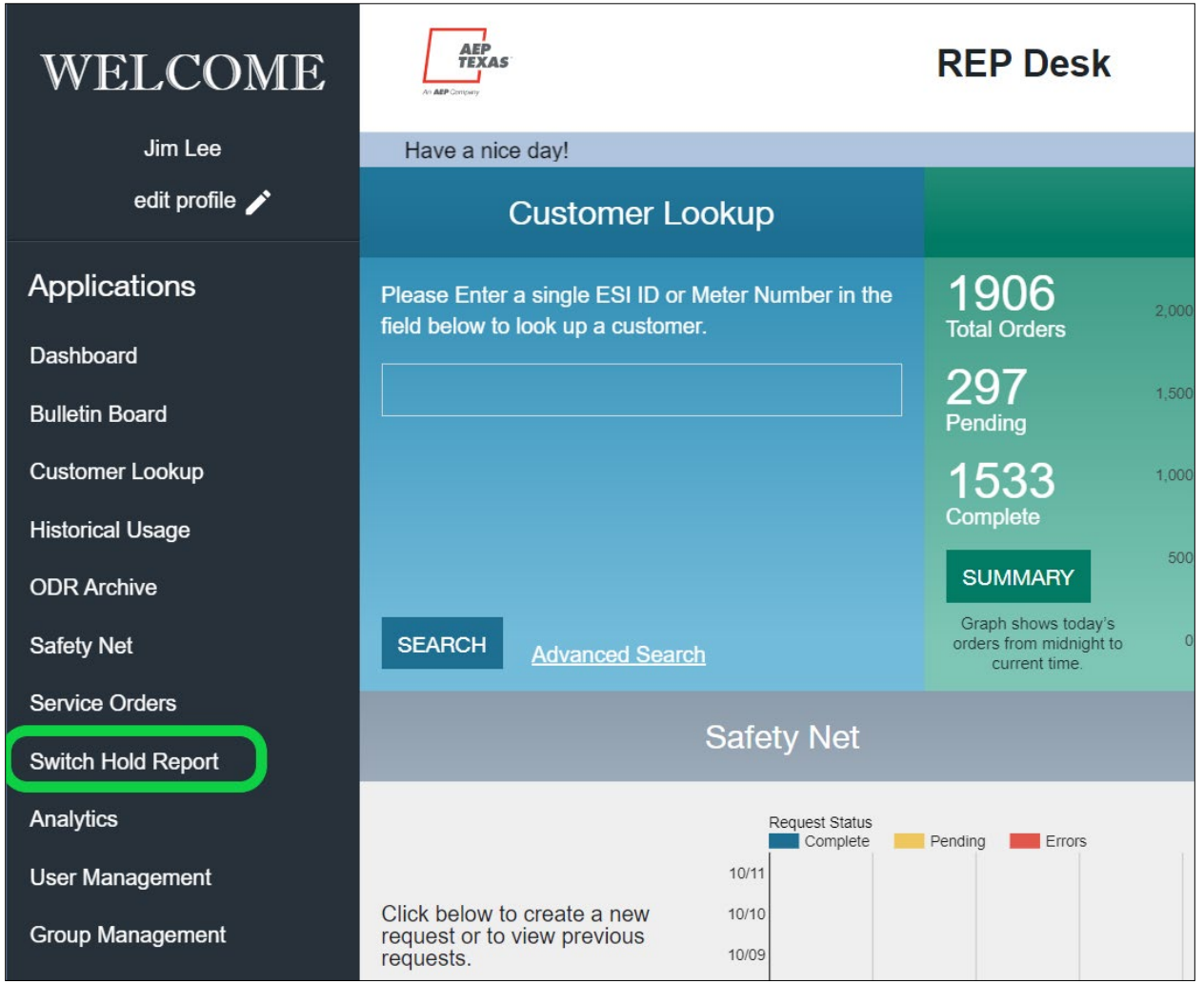
City, State, Zip Code _____

Telephone Number _____

AEP Texas Switch Hold Report

AEP Texas' Switch Hold report is a daily 3am snapshot of all ESIIDs with an active Switch Hold flag in our system.

It is posted to the REPDesk daily!



AEP Texas’
IDR to AMI Transition

IDR to AMI Transition

Background:

Effective February 2022, there will be 2 new AMS Load Profiles “Type codes” added to the available load profiles in ERCOT – BUSLRG & BUSLRGDG – resulting in 16 new Load Profiles in total.

BUSLRG & BUSLRGDG are used to identify premises with demand >700kW, billed with a 4CP billing rate, and metered with an AMI meter.

The exact combination used by AEP Texas will depend on the metering configuration:

- BUSIDRRQ: existing option for >700kW demand metered with traditional IDR Meter
- BUSLRG: new option for >700kW demand, metered with AMI, without DG
- BUSLRGDG: new option for >700kW demand, metered with AMI, with DG

IDR to AMI Transition

AEP Texas Metering Status:

AEP Texas has transitioned nearly all eligible IDR Meters to AMI metering, except for ~55 Transmission level customers and ~60 EPS (ERCOT polled settlement) meters. These ESIIDs will remain IDR.

AEP Texas Transition Plan:

Beginning April 2022, a BUSIDRRQ profiled customer can request their ESIID to be transitioned from BUSIDRRQ profile to the appropriate BUSLRG or BUSLRGDG profile with AEP Texas. If eligible, AEP Texas will transition the ESIID load profile within 1-2 meter cycles.

Data Impacts for Converted ESIIDs:

Once the load profile change has taken effect, AEP Texas will transmit usage data to the market through two methods:

1) Continue sending the monthly detailed interval-level 867_03IDR transaction (ERCOT→CR)
2) Begin sending daily LSE files to ERCOT for Settlements and Smart Meter Texas for CR and Customer utilization

Note: Billing determinants such as kVArh and Power Factor will continue to be sent via monthly 867_03IDR.

Data Access for Converted ESIIDs

Data Accessibility:

Interval Data Accessibility for REP of Record (ROR)	Smart Meter Texas or AEP REPDesk
Interval-level Historical Usage accessibility for non-ROR REPs	AEP REPDesk LOA process (if previously BUSIDRRQ)
Will interval-level Historical Usage output files for converted ESI IDs have the same format as “old” BUSIDRRQ interval data format?	Yes, if previously BUSIDRRQ
Summary-level Historical Usage accessibility for 3rd Parties (Aggregators, Brokers, etc.)	Via AEP Usage Hub w/ electronic LOA request process
Interval level Historical Usage for 3rd parties (Aggregators, Brokers, etc.)	Smart Meter Texas or AEP Usage Hub LOA

Questions?

2021 AEP Texas Competitive Retailer Relations Workshop

Hope to See Y'all Next Year!!!

AEP Texas Wishes You Good Health

October 28, 2021