

A large Texas state flag is mounted on a truck, waving in the wind. The truck is parked in a lot with other vehicles and equipment visible in the background. The sun is setting in the distance, creating a warm, orange glow. The scene is captured from a low angle, looking down the length of the truck's cargo area.

Welcome to the 2017 AEP Texas Competitive Retailer Relations Workshop

October 11, 2017



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CR Survey Results

Mark Hunt

Competitive Retailer Account
Executive



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Continuous Improvement of the Competitive Retailer Experience

- **41 F2F Meetings with CRs**
- **Additional REP Desk Functionality**
- **Continue Improving Communication**
 - **Market Notices**
 - **REP Desk Bulletin Board**
 - **Focus Group Follow-up**
- **Active Participant at Market Meetings**
- **Continuous Improvement – 2017 CR Survey**



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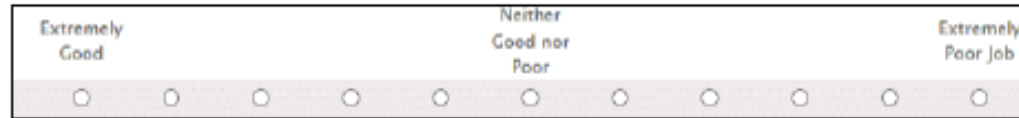
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2017 Competitive Retailer Survey

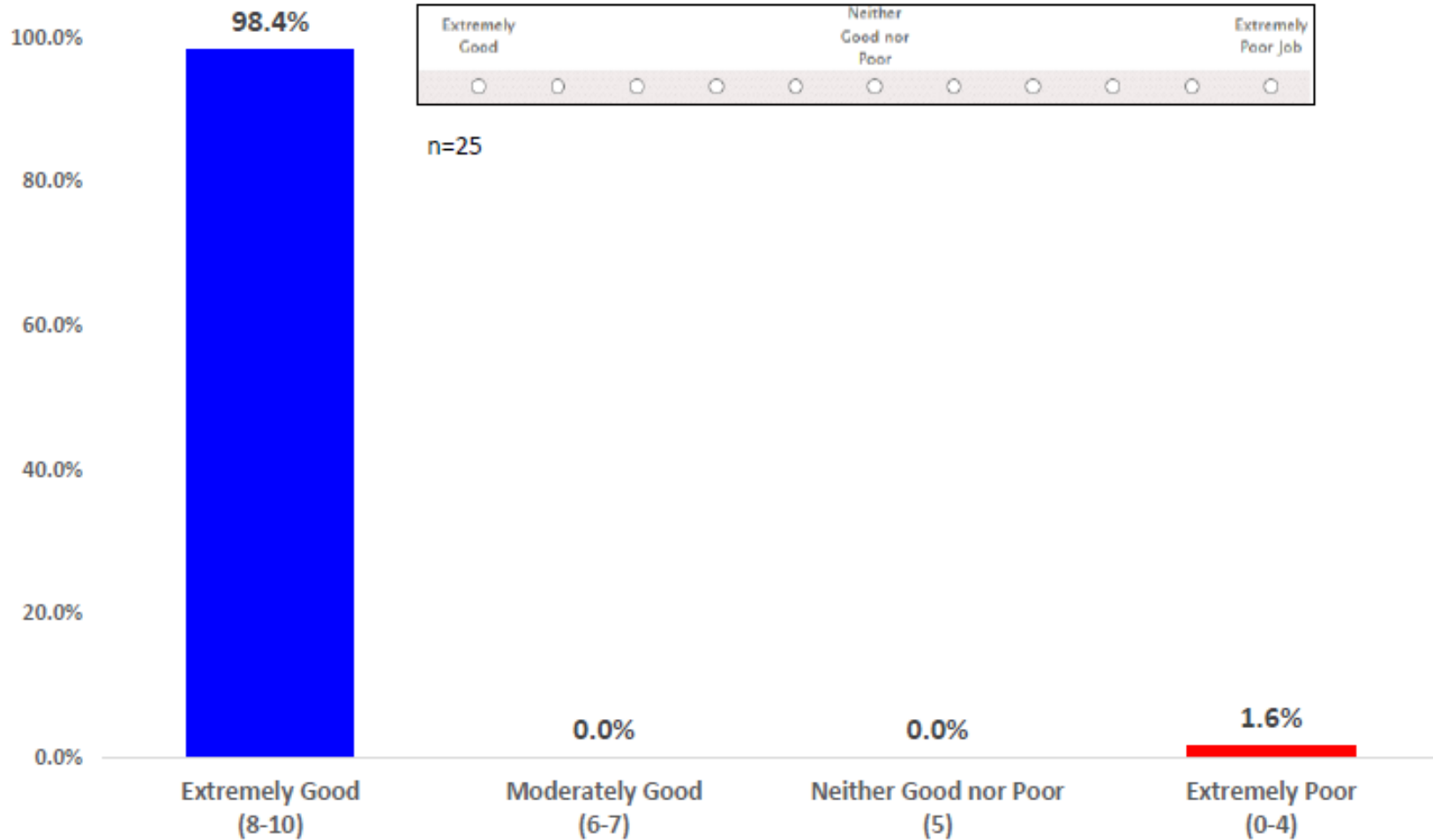
- **Surveying CRs for 14 years**
- **Data collection began on June 22nd to July 13th**
- **Encourage Comments and Feedback**
- **Participation: 25 Respondents representing 63 CRs.
(85.65 % of End Use Customers Represented)**
 - ✓ **2016 Survey – 31 Respondents representing 73
CRs**
 - ✓ **2015 Survey – 19 Respondents representing 43
CRs**



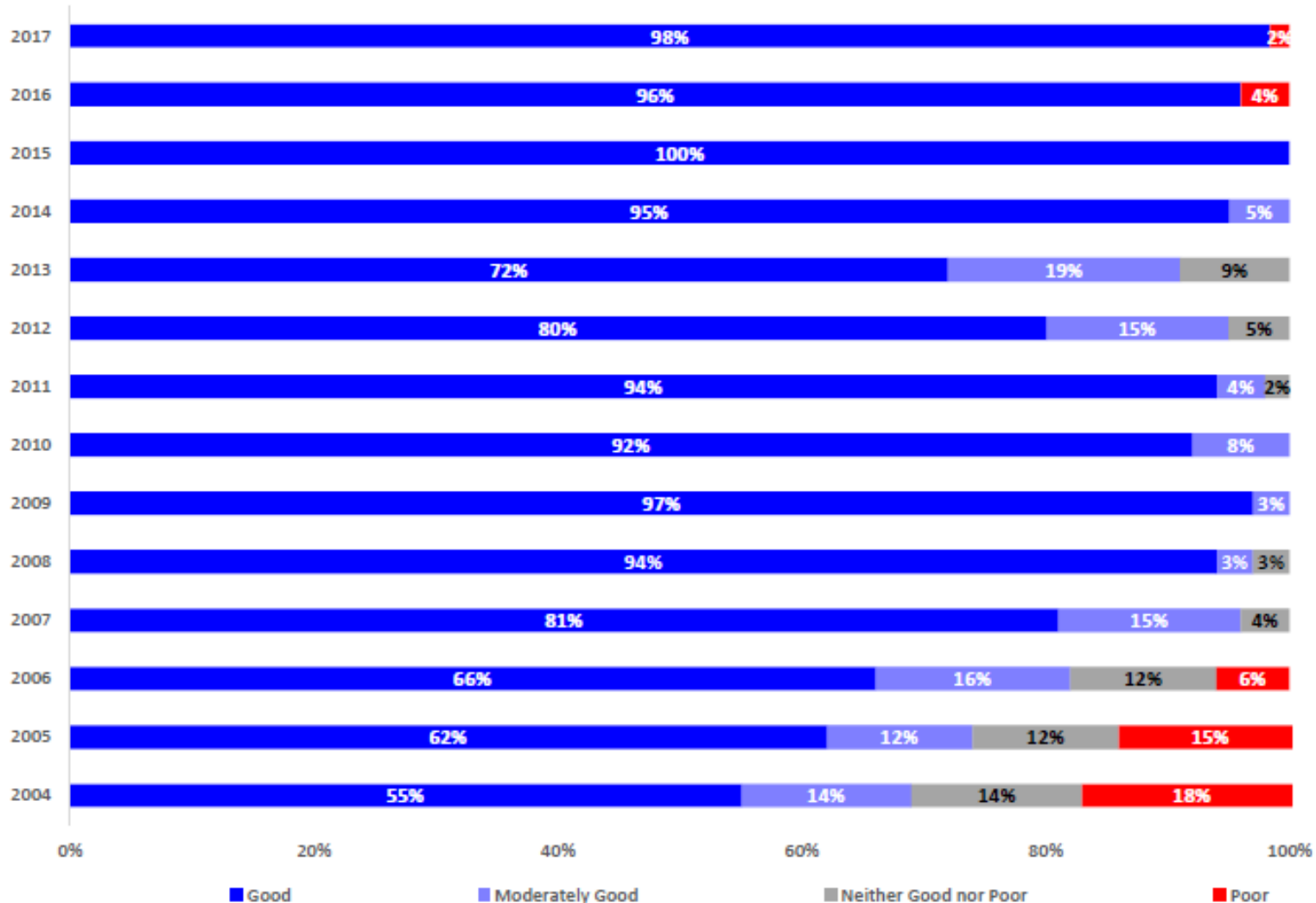
Overall, how would you rate the general performance of AEP Texas?



n=25



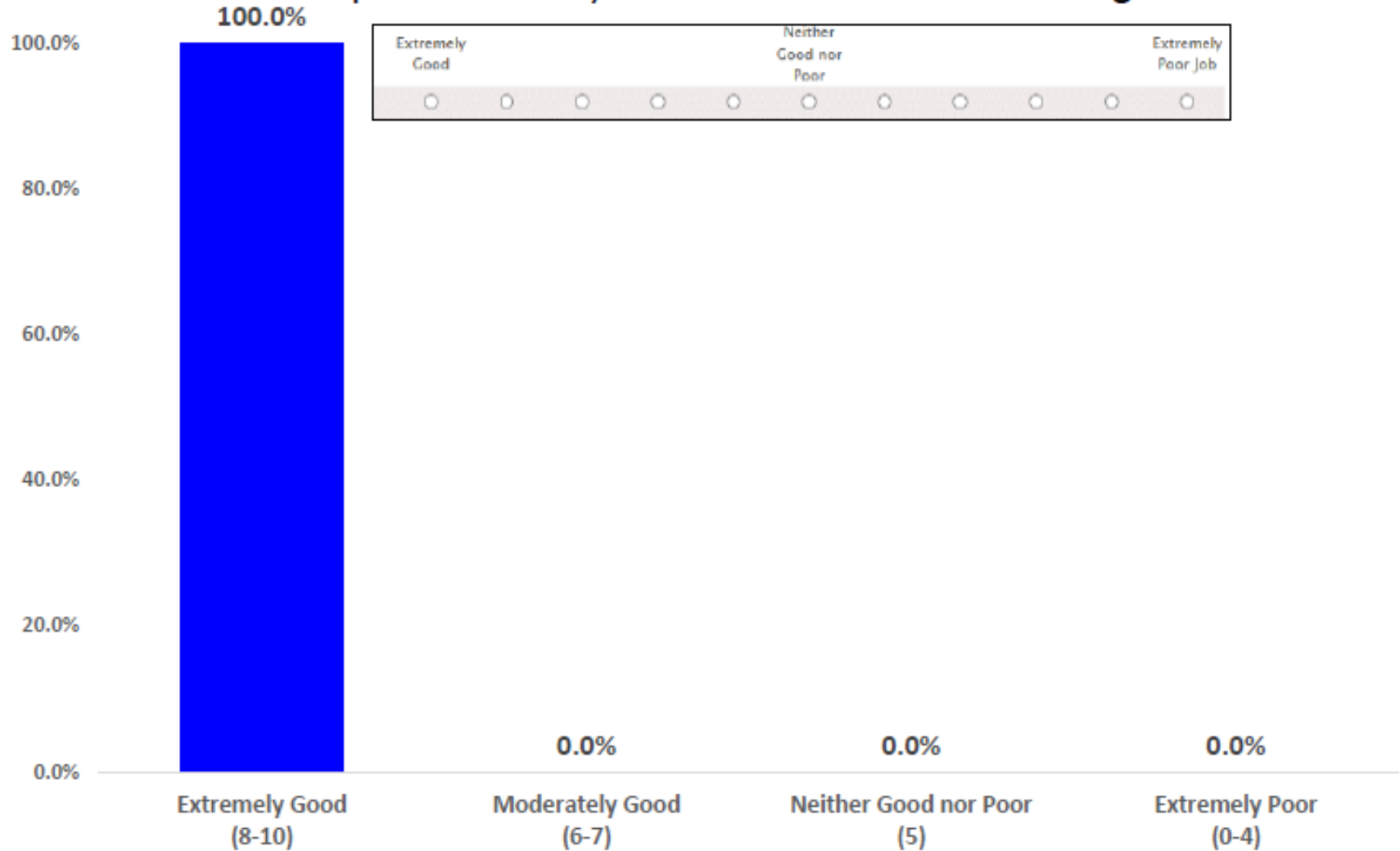
Overall, how would you rate the general performance of AEP Texas?





Overall, how would you rate the general performance your AEP Texas Account Manager?

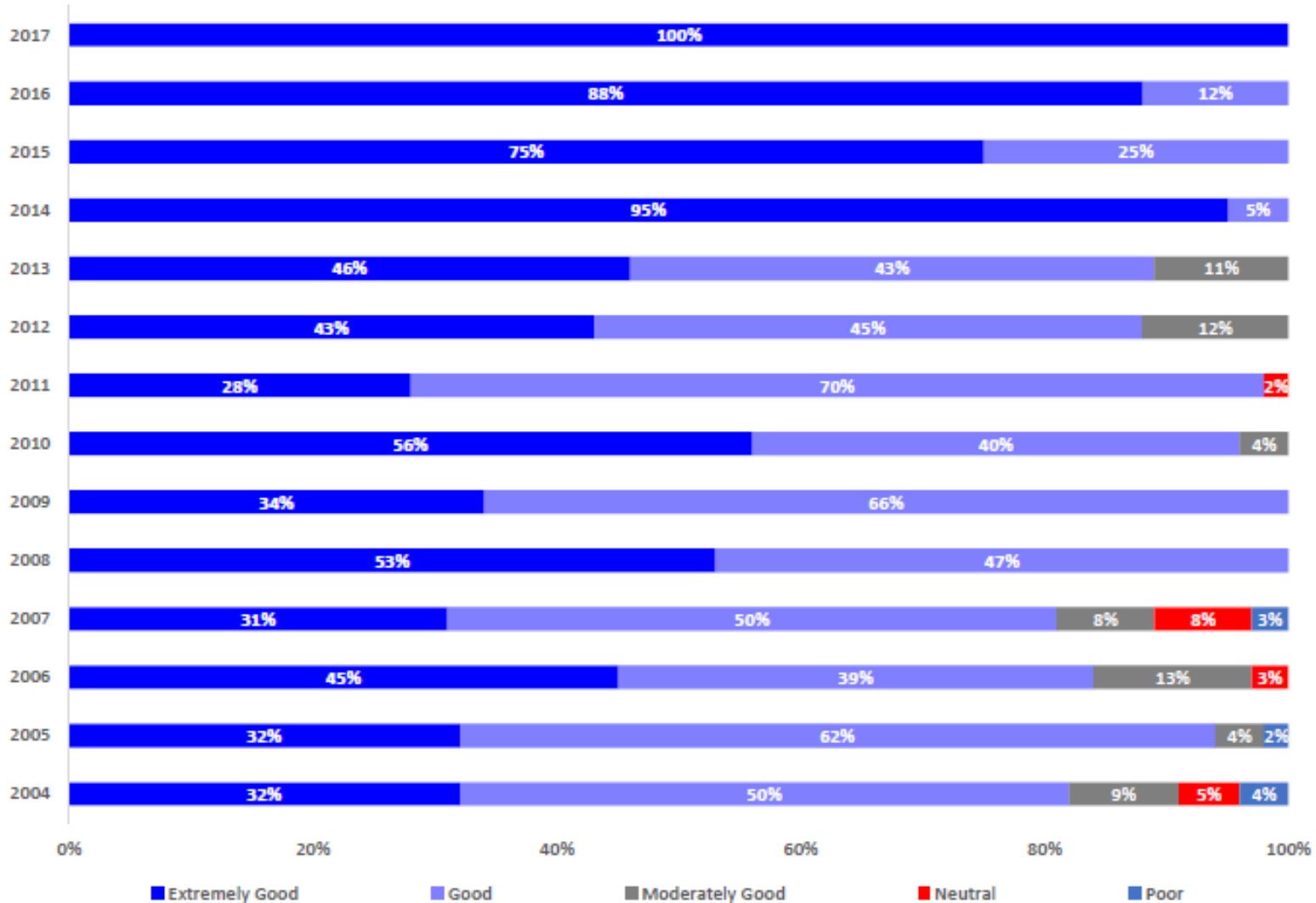
n=25





Overall, how would you rate the general performance your AEP Texas Account Manager?

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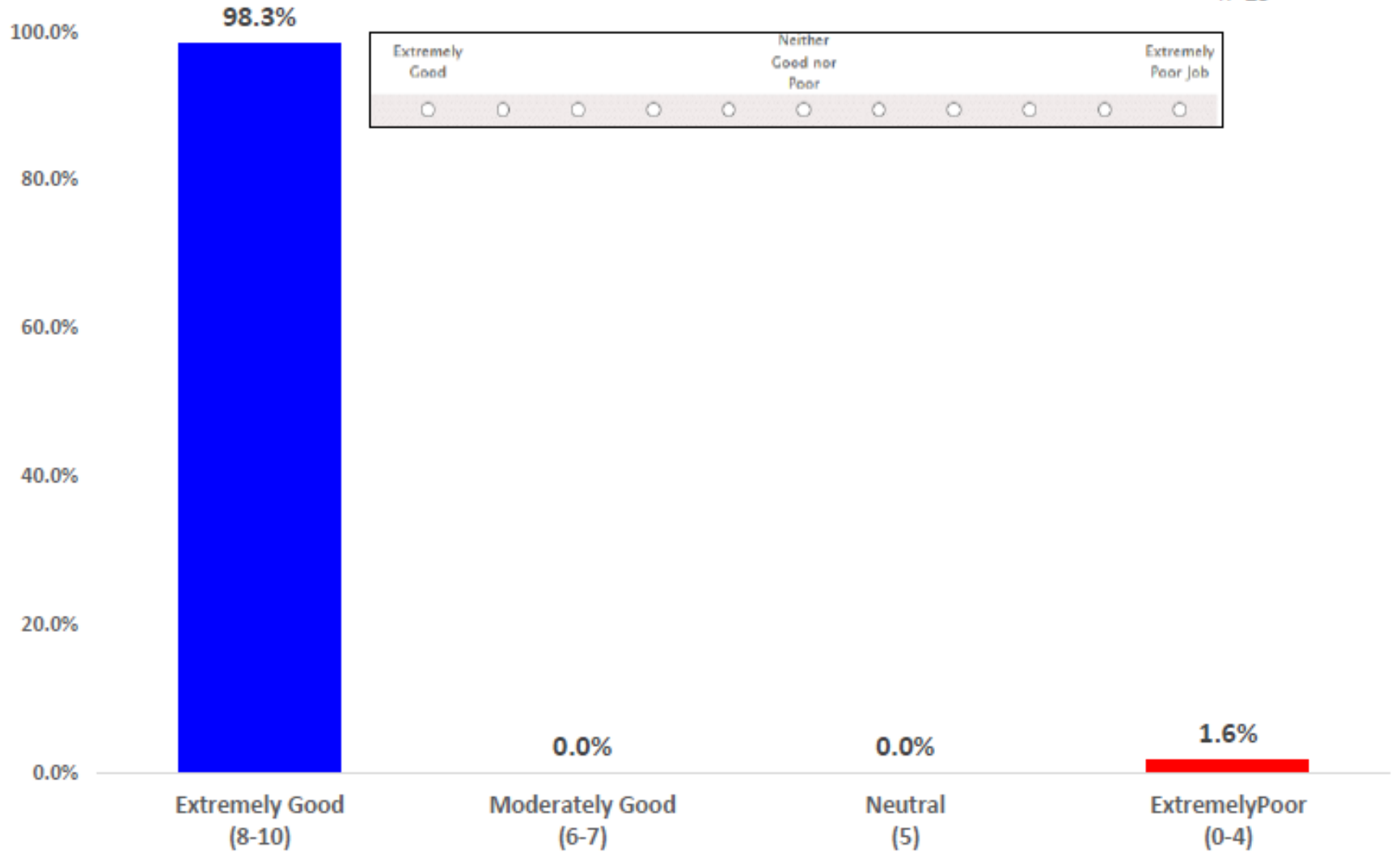




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Overall, how would you rate the general performance of the AEP Texas Market Specialist? n=25





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

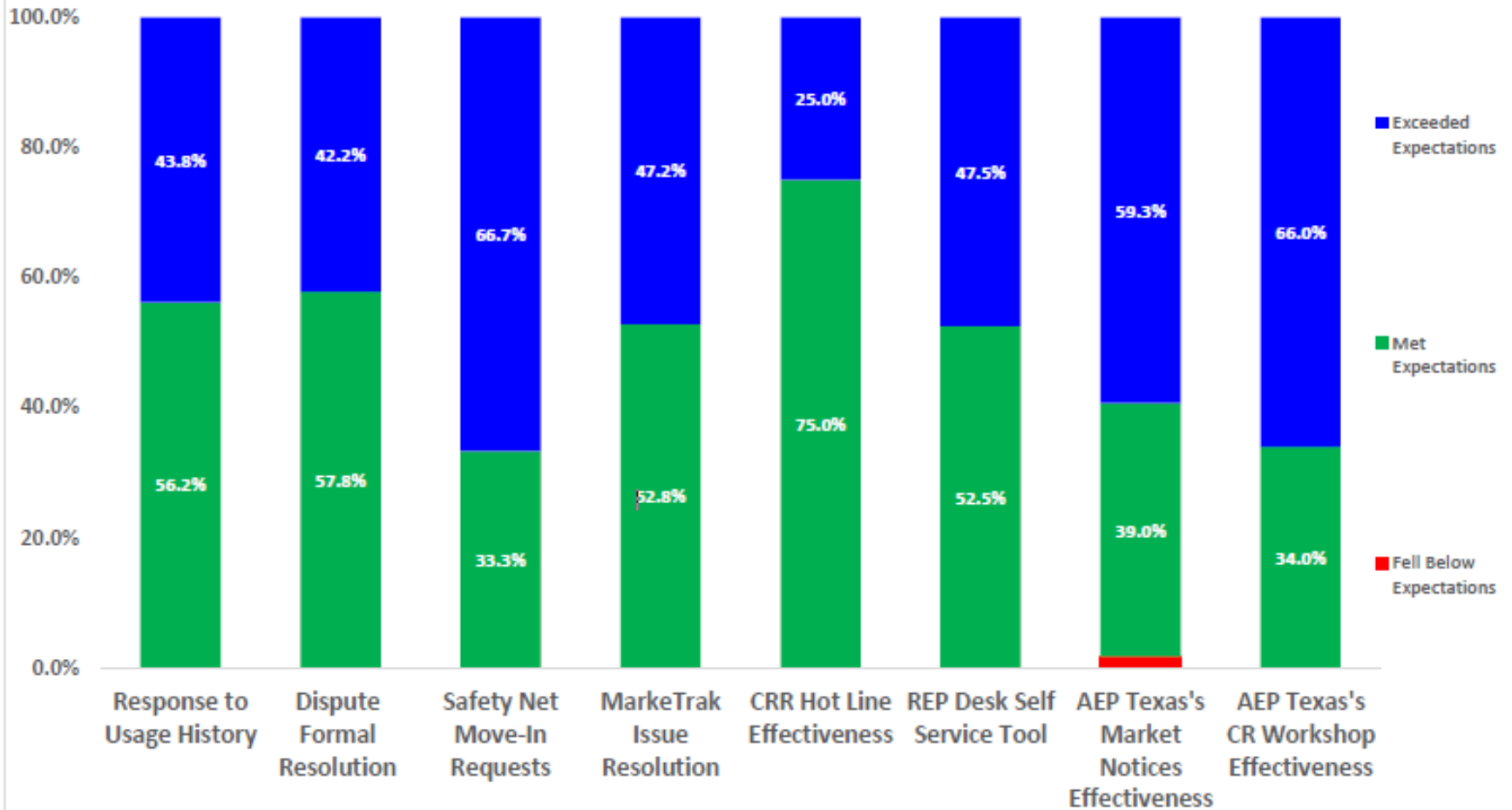




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Please indicate how AEP Texas is performing regarding your expectations in each area.





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Rising Above the Storm Video

<https://www.youtube.com/watch?v=M4jpFQw6BXk&feature=youtu.be>



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Storm Restoration/Distribution Risk

Jeff Stracener

Director Distribution Risk &
Project Management

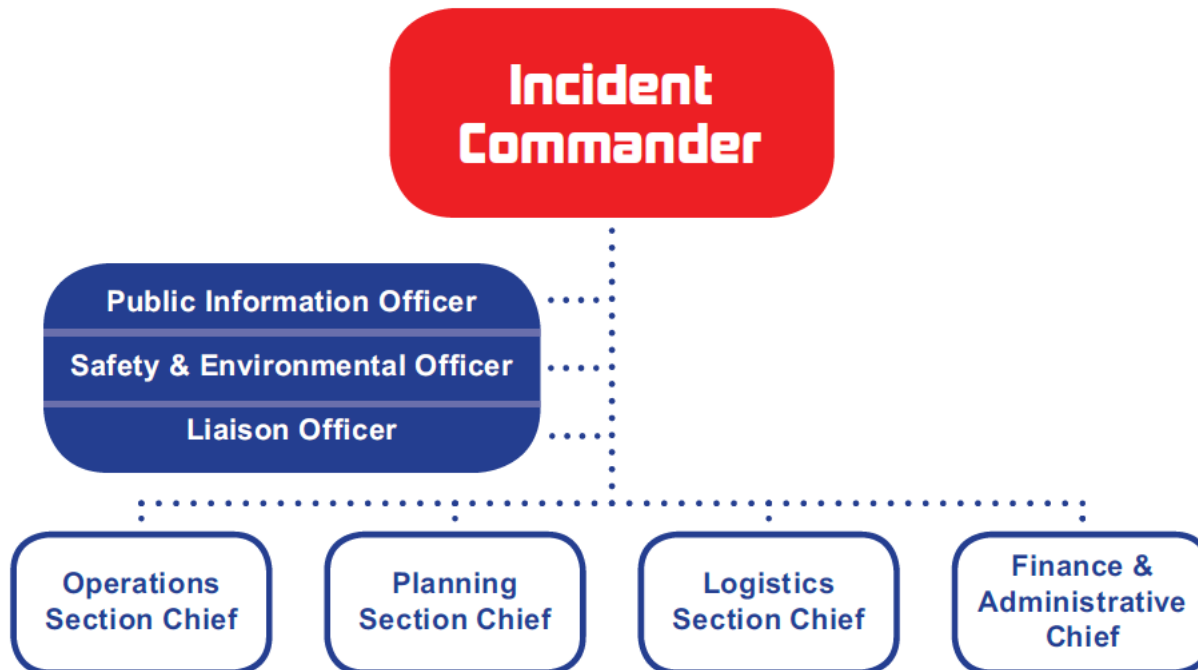


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Crisis Management

AEP utilizes the Incident Command System to manage storm restoration





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Hurricane Harvey

- Category 4 hurricane with winds of 130 mph
- Made landfall around 10 pm Friday August 25 near Rockport, TX
 - Severely impacted the communities of Port Aransas, Aransas Pass, Refugio, Woodsboro, Port Lavaca, Goliad, Victoria, Portland, Corpus Christi and other nearby communities
- Customer outages peaked at 219,000
- By Sept 9 over 95% of the customers able to take power where back in service



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Hurricane Harvey

- 5 Base Camps established
- 5,600 personnel housed and fed
- Over 500 transmission structures impacted
- 5,500 distribution poles impacted
- 3 million feet (712 mi) of conductor replaced
- 30,000 customer calls per day at peak



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Distribution Risk

Why focus on risk management?

Organizations are increasingly looking to expand their risk management functions to help reduce potential future losses through:

- ▶ Improved monitoring and reporting
- ▶ Better risk identification and response
- ▶ More risk-based decision making



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Distribution Risk

Outcomes:

- ▶ Establish common approach to risk management
- ▶ Promote a more effective allocation of capital to projects and programs that reduce risks
- ▶ Enhance our ability to mitigate risks before they occur

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- Tami Hatter

A photograph of a utility site. In the foreground, a white bucket truck is parked on the right side of a road, with its bucket raised. Several orange traffic cones are lined up along the edge of the road. In the background, a helicopter is flying in the sky, and several other bucket trucks are visible. The sky is blue with scattered white clouds. The overall scene suggests a utility operation or a demonstration.

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AMS

Impact on Restoration Efforts

Jerry Young

Manager -Automated Meter Infrastructure



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RF Network is Vital

- RF Field Area Network (FAN) system status determines data availability.
 - AEP Texas' RF FAN relies on Collectors to transmit the AMS data from the RF FAN to AEP Corporate Network.
 - The collectors are generally located in or near electrical distribution substations.
 - The collectors are battery backed and will continue to communicate for approximately 8 -24 hours depending on RF traffic.



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AMS Data Available

- End Points are programmed to send in Power Restoration events when they are back in service.
- 15 minutes interval data usage
- On-Demand Reads can be used to gather voltage data
- Lack of AMS data can be a valuable indicator.
 - AMS headend database can be queried for missing data to aid in identifying customers that are possibly still out of Power.



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AMS Data Utilization

- Non-communicating End Points were identified 3 times a day and given to the ICS Planning team.
 - The data was layered on top of distribution one-lines and used to build assessment routes and work packets.
 - Service crews were dispatched to locations where power had been restored but end points were still not communicating.
 - Low voltage measurements were used to identify service related issues. I.E. Bad connections, low voltage, high voltage



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Questions ?

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Choice Processes & Systems Update

Stacey Gabbard, Manager Customer
Choice Processes & Systems

Katie Beach – AEPCH Data Tech Sr.



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Customer Choice Processes & Systems

Support Provider Relations and Customer Services groups

- Research and resolve process and system issues – MarkeTraks
- Prioritize break-fix and enhancement requests

Manage EDI Choice systems and transaction processing - AEPCH

- Assure compliance with EDI market standards
- Perform EDI flight testing and certify new REPS
- Execute yearly disaster recovery system testing

Support IT capital projects

- IT Business cases and work requests
- Project management, user acceptance testing

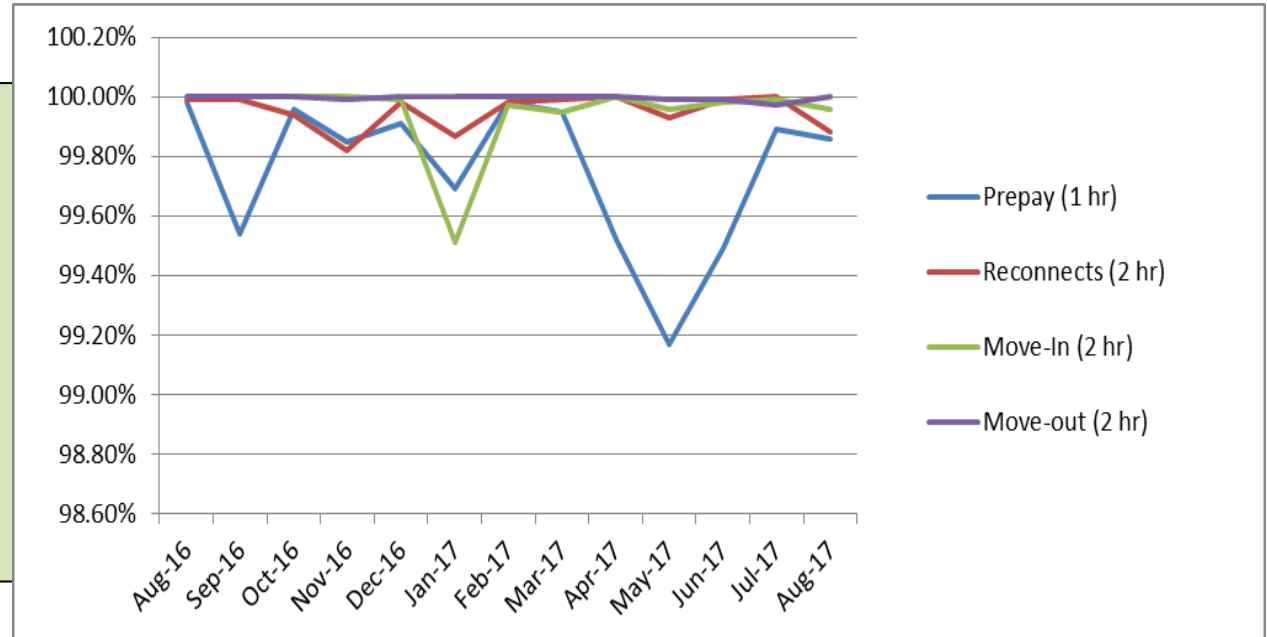


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Commitment to The Texas Market

Continued focus on service order processing



- Prepay averaging 99.75% of SLA to-date 2017, up from '15 & '16
- Move-ins averaging 99.95% of SLA last twelve months
- Move-outs averaging 99.99% of SLA last twelve months

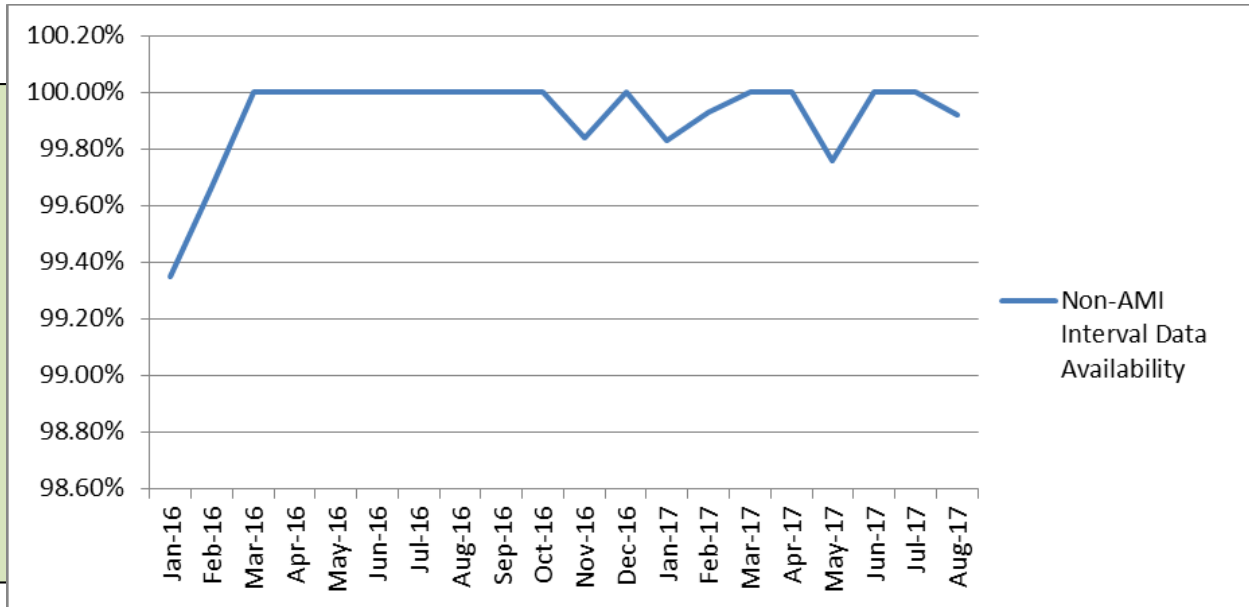


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Commitment to The Texas Market

**Continued
focus on
interval data
availability**



- Began tracking and established targets for non-AMI interval usage data availability in 2016
- Averaging 99.92% delivered on-time
- 2017 – 99.94%



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Process Improvements

Registration Outage Process

- Performed a cross-functional value stream mapping effort
- Identified areas for improvement around regular registration outage process that can impact market operations
- Implemented process improvements early 2017

Results

- Better communication between AEP Texas and EDI providers
- Shorter production implementation outages
- Fewer registration set-up errors due to miscommunication



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AEPCH Automation

IT Project initiated in 2016, now complete and operational

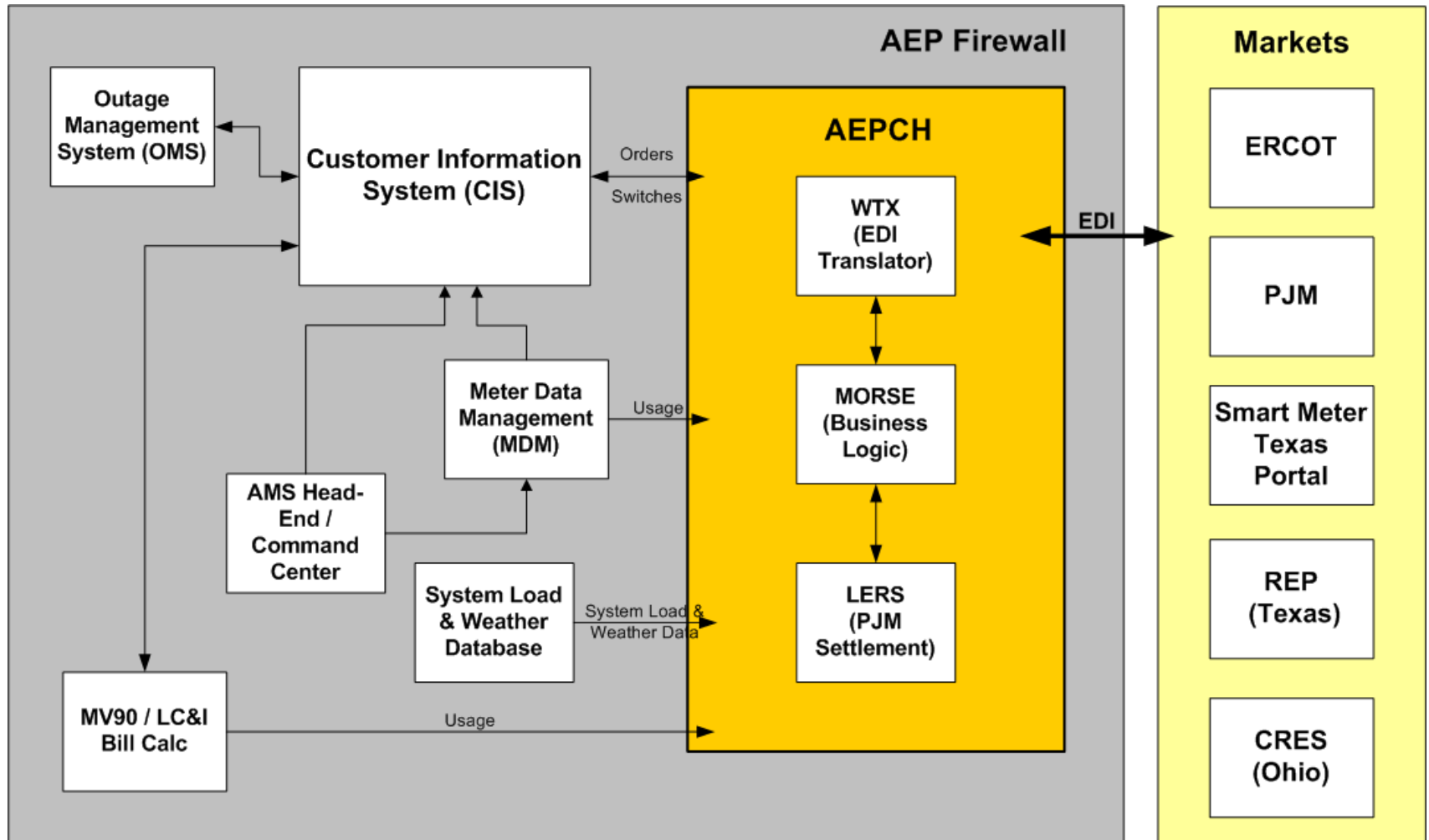
- Identified and implemented EDI automation opportunities to increase market transaction processing reliability and accuracy
- Focused on priority transactions
- Automated alerts must assure continued operational monitoring and support



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AEP System Architecture





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AEPCH Automation

Results

- Freed up AEPCH Operators from high volume 'point-and-click' activities
- Allows for additional resources to focus on system tuning and continuous SLA improvement
- All transactions now processed 24/7
- Quicker response times on confirmations
- Continuous automated system monitoring



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Other System Improvements

- Implemented AEPCH IBM middleware upgrades in 2017, resulting in improved system performance
- AEPCH EDI Translator upgrade now in-flight
- AEPCH server life-cycles planning
- Support of SMT DR testing



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Questions?



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ERCOT Retail Market Update & 2017 Strategic Planning Session

October 11, 2017

Jim Lee
CRR Market Liaison
2017 AEP CR Workshop



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Overview & Topics

- Retail Process Improvements
- NPRR778/RMGRR139 – Modifications to Date Change and Cancellation Evaluation Window
- Retail Market Training Opportunities
- 2017 Competitive Retailer Strategic Planning Session



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Retail Process Improvements

1. Avoid using these Select Language Characters in TXSET EDI transactions (NPRR796):

À|Á|Â|Ä|à|á|â|ä|È|É|Ê|è|é|ê|ë
Ì|Í|Î|ì|í|î|ï|Ò|Ó|Ô|Ö|ò|ó|ô|ö
Ù|Ú|Û|Ü|ù|ú|û|ü|Ç|ç|Ñ|ñ|¿|¡

- Per TXSET Guides: *“For use on an alphanumeric field, TX SET recognizes all characters within the Basic Character Set. Within the Extended Character Set, TX SET recognizes all character sets except all Select Language Characters....”*
- ***What this means: Using any of the Special Characters will result in Rejected and/or delayed TXSET EDI transactions!!***



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Retail Process Improvements

2. Left In Hot Process Change (RMGRR149)

- TDSPs will only send Left in Hot spreadsheets if there are ESIIDs “left in hot”. If there are no ESI IDs “left in hot”, the TDSPs will not send a Left in Hot spreadsheet.
- ***What this means: no more ‘empty’ spreadsheet lists!***

3. Retail Market Testing Environment [RMTE] (SCR786)

- Released in December 2016, the RMTE is a ‘sandbox’ testing environment that allows certified Retail Market Participants to perform individual & coordinated testing independent of ERCOT Flight testing.
- MPs can test the following prior to implementing in Production:
 - TXSET EDI transactions
 - MarkeTrak GUI & API changes
 - NAESB connectivity
 - Non-EDI transactions (e.g. CBCI files, Demand Response files, .LSE files (AMS))
- ***What this means: Certified MPs don’t need to wait for a Flight. You can test newly developed internal functionality on your own schedule!***



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NPRR778 – Modifications to Date Change & Cancellation Evaluation Window

This eliminates the 1-day ERCOT evaluation window that currently exists when attempting to submit a Date Change or Cancel request via TXSET.

Once implemented, it will allow CRs to submit an 814_08, Cancel Request and/or 814_12, Date Change ***on or before*** the day preceding the scheduled date of the Switch, Move In, or Move Out in lieu of a MarkeTrak 'Cancel with Approval' subtype.

What this means:

- ***Utilizes TXSET EDI transactions to Date Change or Cancel a SWI/MVI/MVO.***
- ***Reduces the need to use MarkeTrak 'Cancel w/ Approval' to Date Change or Cancel a SWI/MVI/MVO.***
- ***Provides a Gaining CR the ability to avoid a potential IAG by submitting the appropriate TXSET transaction to Cancel a SWI/MVI/MVO.***

Be Prepared! Go live implementation is October 31, 2017 (contingency Dec 2017)



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Retail Training Opportunities

ERCOT offers Instructor-led training classes as well as self-paced web-based training classes for Retail Market Participants!

- ❖ Remaining Instructor-led training class for 2017:
 - ✓ Location: **Houston, TX – CenterPoint offices**
 - ✓ Dates: **Tuesday, December 5th – Retail 101**
Wednesday, December 6th – Inadvertent Gain Training

- ❖ Self-Paced, Web-Based training available 24x7 at ERCOT.com:
 - ✓ Retail 101
 - ✓ MarkeTrak System Application Training (12 modules)

- ❖ Sign up for any ERCOT training via ERCOT Learning Management System (LMS):
<https://www2.virtualtrainingassistant.com/Ercot/LearnerConnection/Security/Logon.aspx>



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Retail Training Curriculum

Retail 101 –

- History of the Texas competitive electricity market
- Roles of Market Participants – ERCOT, REPs, TDSPs, PUCT
- Market Rules
- Retail Transactions
- Impacts of Advanced Metering technology
- Market data transparency

Inadvertent Gain Training –

- Fundamentals of the established market process including rescissions
- Facilitated discussion of best practices
- End to end demo of the MarkeTrak subtypes
- IAG/IAL market reporting



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Retail Training Curriculum

MarkeTrak Online Training Modules –

- MarkeTrak Overview
- Switch Hold Removal
- Cancel With/Without Approvals
- Inadvertent Gains/Losses & Rescissions
- Usage and Billing
- Other D2D Subtypes
- Bulk Insert
- MarkeTrak Admin Functionality
- Data Extract Variances (DEV) LSE Subtypes
- Data Extract Variances (DEV) Non-LSE Subtypes
- Emails and Notifications



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2017 CR Strategic Planning Session

In May 2017, the AEP Texas Competitive Retail Relations team hosted a CR Strategic Planning Session in Austin, TX to identify and discuss collaborative initiatives CRs and AEP Texas could work together to achieve.

With an eye on projects and initiatives for 2018 and beyond, the goal of the Strategic Planning Session was to:

- Understand the various issues CRs experience with AEP Texas that fall within AEP TX's ability to address, improve, and/or resolve;
- Ensure AEP Texas has the appropriate system and/or process improvements identified within our organization's project queue for the upcoming years; and
- Continually improve upon the strong business partnership already established with the CRs.



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CR Strategic Planning Session Feedback

1. Timely and accurate receipt of AMS data is very important.
 - CRs observed improved AEPTX AMS data performance resulting in greatly reduced volume of AMS data issues.
2. Safety Net upload functionality within REPDesk is user-friendly and convenient.
 - Additional 10+ REPDesk usability and convenience enhancements were suggested – ranging from increasing available Historical Usage data, to including Outage Mapping w/ Outage Alerts, to bigger Chat icon, and bulk User Access update capabilities for Administrators.
3. The REPDesk is packed with a lot of functionality, but can be information overload.
 - Suggestions that AEPTX consider “Tips & Tricks for REPDesk” and periodic communications that highlight REPDesk functionality and potential ways CRs can incorporate into their internal business processes.
4. Customer Contact Information Database is imperative for efficient and effective Storm Restoration efforts.
 - ... Just in time for Hurricane Harvey.
5. Strategic Planning Sessions shows AEPTX’s willingness to improve and CRs would like more of the same in the future!!



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Future CR Strategic Planning Sessions?

If your company wishes to participate in future AEP Texas CR Strategic Planning Sessions, please let your AEP Account Manager know!

We welcome the opportunity to work collaboratively with our CR business partners to improve the customer experience through AEP and ERCOT market initiatives.



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Questions?



Contact information:
Jim Lee – jclee@aep.com

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Leveraging Technology in Economic & Business Development

Ray Covey, AEP Texas Manager Economic &
Business Development

Amy Koscielak, AEP Manager Economic &
Business Development Research



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The Opportunity

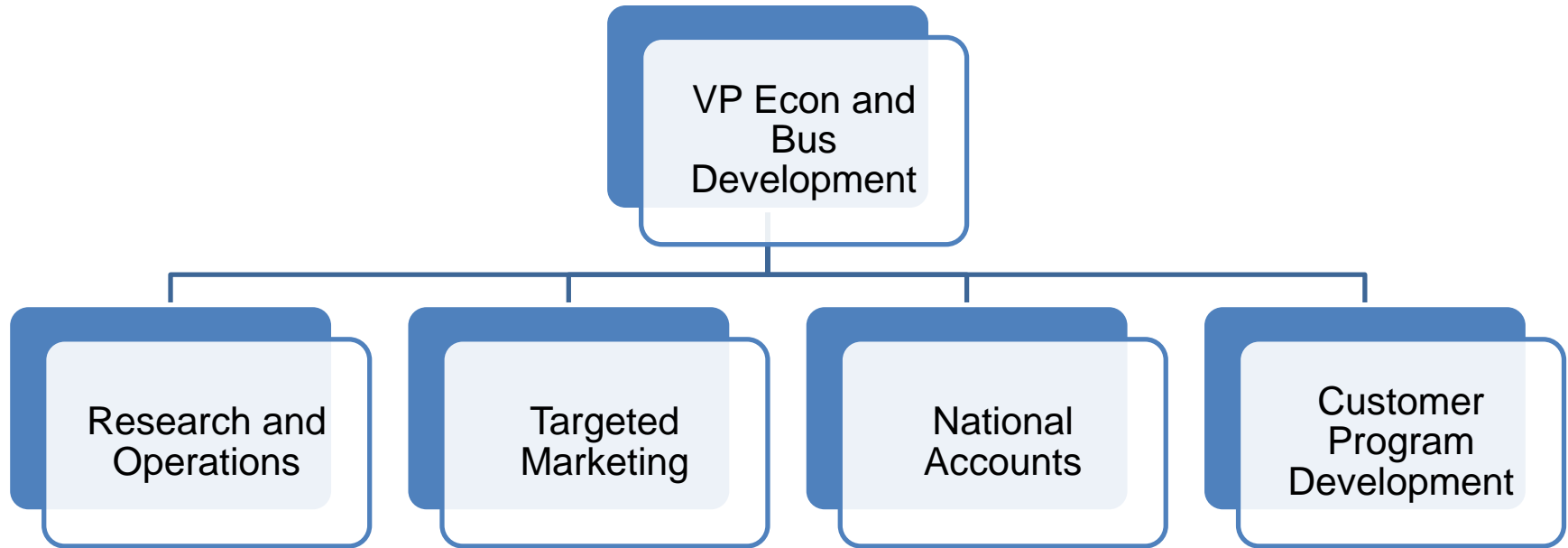




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E&BD Service Corp Team



14 Team Members



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E&BD Program of Work

Program of Work

.....

3 Key Areas of Focus



PRODUCT DEVELOPMENT



PRACTITIONER DEVELOPMENT



PROSPECT DEVELOPMENT

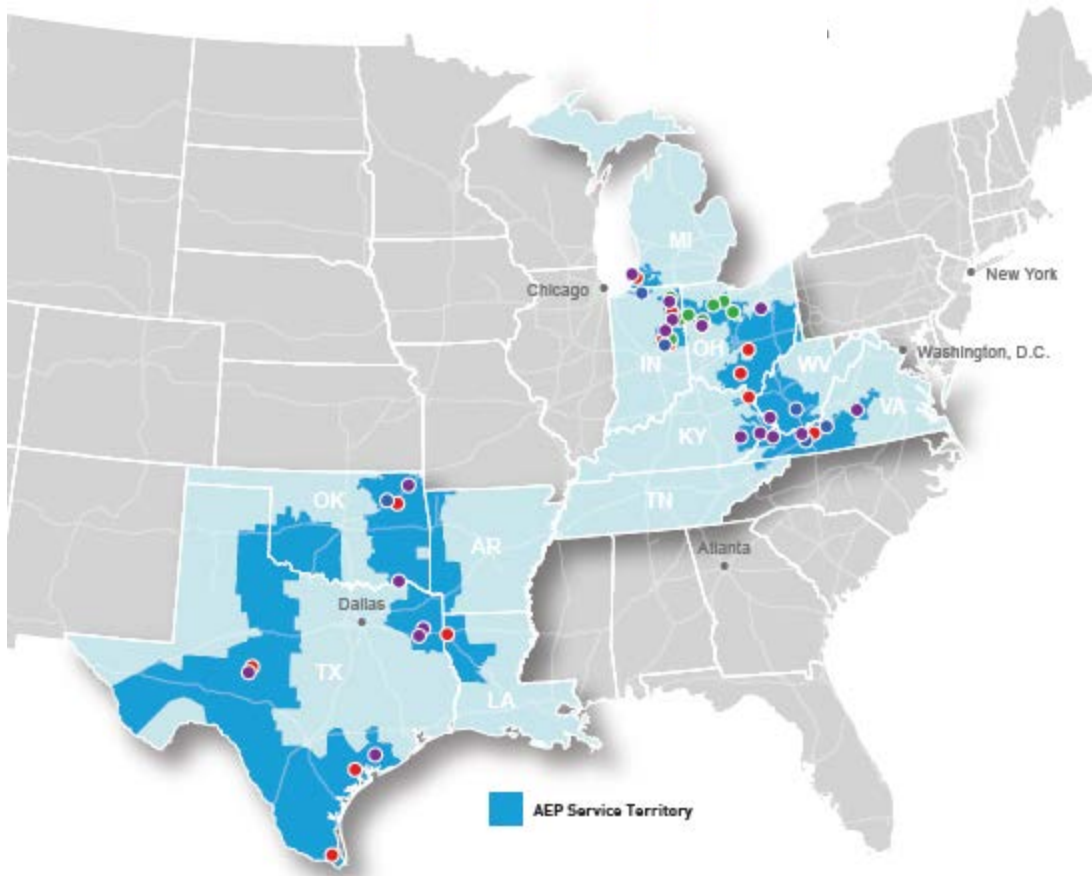


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Product Development

Places prepared with development-ready communities and sites win more investment.



Due Diligence Studies

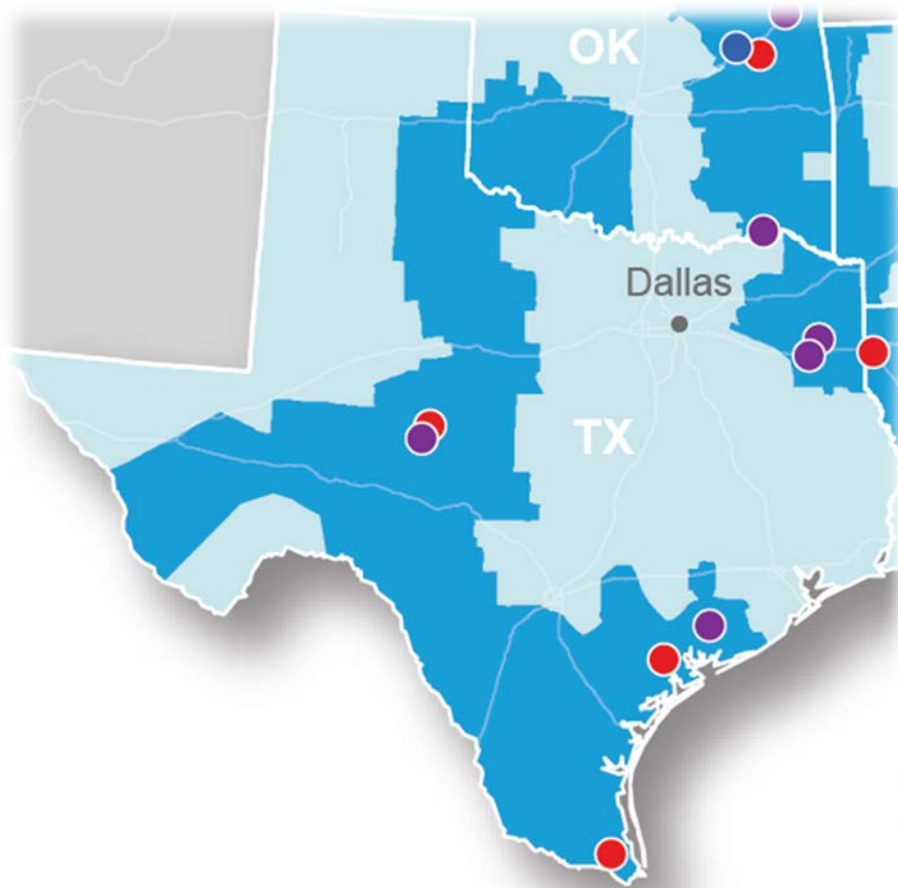
- ✓ Phase 1 Environmental
- ✓ Wetlands Delineation
- ✓ Geotechnical Assessment
- ✓ Endangered Species Report



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Texas Product



Texas

- Harlingen, Texas
- San Angelo, Texas
- Victoria, Texas
- El Campo, Texas
- Kilgore, Texas
- Longview, Texas
- San Angelo, Texas

Key

- McCallum Sweeney Certified Industrial Site
- Burgess & Niple Reviewed Industrial Site

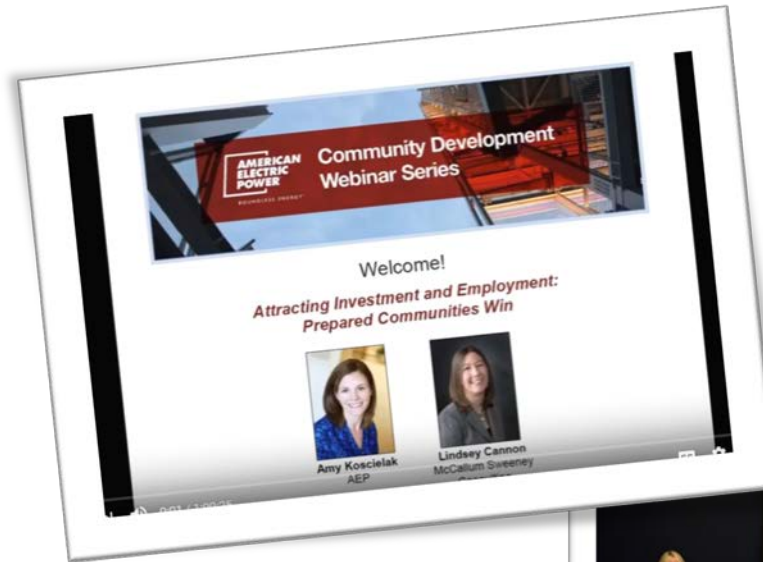


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Practitioner Development

We provide a variety of training opportunities, tools and services to our state, regional and local ED partners.



Scholarships





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Prospect Development

We market expansion in AEP's territory through a variety of channels – direct engagement, lead generation consultants, trade shows, digital marketing, and more – to existing customers and prospects around the globe.

Domestic and Foreign Focus



— Including AEP National Accounts —





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Digital Marketing

aeped.com

The screenshot displays the homepage of aeped.com. At the top, there is a navigation bar with links for 'What We Do', 'Where We Work', 'Find Sites & Buildings', 'Why AEPED', 'News & Resources', and 'Contact'. A prominent banner features the '2017 INTERNATIONAL ECONOMIC DEVELOPMENT COUNCIL EXCELLENCE IN ECONOMIC DEVELOPMENT AWARDS' with a 'BRONZE' award ribbon. Below this, a section titled 'Best State for Business 13 Years in a Row - Chief Executive Magazine, 2016' is visible. The main content area includes a 'Map Gallery' with a 'County Profile Interactive Map' and a 'Transportation Map'. A 'Property Search' section is also present, along with a 'Featured Video' and a 'Contact' section listing staff members like Bradley Lenz and Ray Covey. A smartphone inset shows the mobile version of the site.

PPC

This is a screenshot of a Pay-Per-Click (PPC) advertisement. The ad is titled '7 Critical Steps to Selecting an Ideal Location in the U.S.' and features a background image of an industrial construction site. The text includes a call to action: 'Ready to site a facility in the US? Download our guide, 7 Critical Steps to Selecting an Ideal Location. <https://lnkd.in/enD4qTj>'. The ad is promoted by 'AEP Economic & Business Development' and includes social media interaction icons for Like, Comment, and Share.

Newsletter

The screenshot shows an email newsletter from AEPED. The header includes the date 'July 2017' and a 'News from AEP Economic & Business Development' banner. The main content is organized into sections: 'AEPED Blog Highlights' with a link to 'Five Reasons Why Brandy Industries Chose Eastern Kentucky', 'Meeting the Industrial Sector's Renewable Energy Needs', and 'Sofidel: U.S. Expansion Success with a Utility Partner'. An 'Industry News Round-Up' section at the bottom provides a quick overview of recent news. The footer contains contact information for AEP Economic & Business Development and social media icons for Twitter, LinkedIn, and Facebook.

Social





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Google Analytics

Google Analytics 

Customer Insight

WHO

WHERE

WHAT

WHEN

Strategic Insight

CONTENT

EMAIL

SOCIAL

KEY WORD ANALYSIS

TARGETING

Lead Generation

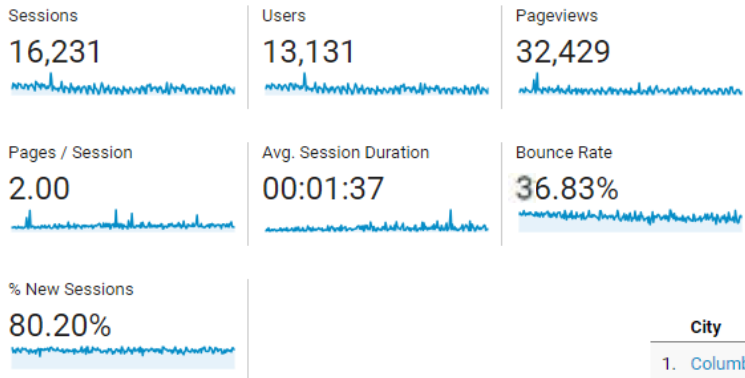
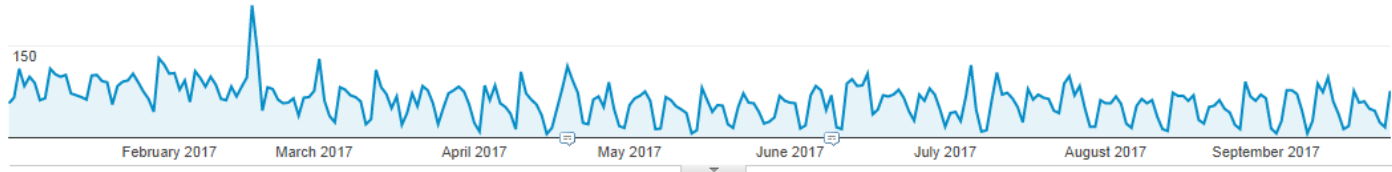
CONVERSIONS



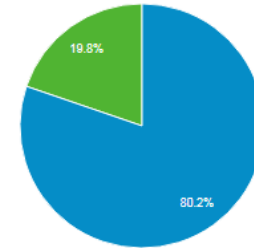
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Who is visiting?



■ New Visitor ■ Returning Visitor



City	Sessions	% Sessions
1. Columbus	1,150	7.09%
2. (not set)	571	3.52%
3. New York	328	2.02%
4. Dallas	323	1.99%
5. Boston	300	1.85%
6. Washington	205	1.26%
7. Chicago	199	1.23%
8. Ashburn	194	1.20%
9. Houston	185	1.14%
10. Inola	180	1.11%

Country	ons	% Sessions
1. United States	833	79.06%
2. Russia	497	3.06%
3. India	424	2.61%
4. Spain	373	2.30%
5. Canada	363	2.24%
6. Germany	180	1.11%
7. Brazil	123	0.76%
8. United Kingdom	97	0.60%
9. Mexico	76	0.47%
10. South Korea	75	0.46%

35 – 54 years old
 2/3 Male
 Business Professionals
 Lifestyles & Hobbies
 Real Estate, Financial Services
 Travel, News

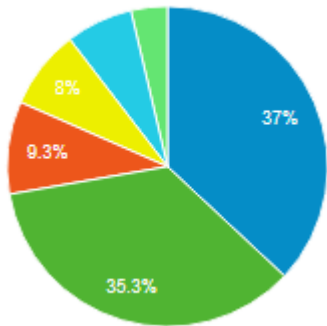


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How did they find us?

Top Channels



- Direct
- Organic Search
- Referral
- Display
- Social
- Paid Search

Texas Paid Search Campaign
Drives 40 site visitors monthly

Source / Medium ?	Acquisition		Conversions Goal 2: PDF Download - General ▾	
	Sessions ? ↓	% New Sessions ?	PDF Download - General (Goal 2 Conversion Rate) ?	PDF Download - General (Goal 2 Completions) ?
	16,231 % of Total: 100.00% (16,231)	80.24% Avg for View: 80.20% (0.05%)	2.15% Avg for View: 2.15% (0.00%)	349 % of Total: 100.00% (349)
1. (direct) / (none)	6,000 (36.97%)	83.65%	1.58%	95 (27.22%)
2. google / organic	5,148 (31.72%)	77.84%	3.21%	165 (47.28%)
3. google / cpc	1,896 (11.68%)	83.28%	0.42%	8 (2.29%)
4. m.facebook.com / referral	426 (2.62%)	90.85%	4.23%	18 (5.16%)
5. website-analytics.online / referral	412 (2.54%)	76.70%	0.00%	0 (0.00%)
6. linkedin.com / referral	401 (2.47%)	75.81%	0.50%	2 (0.57%)
7. bing / organic	334 (2.06%)	78.44%	4.49%	15 (4.30%)
8. yahoo / organic	167 (1.03%)	80.84%	0.60%	1 (0.29%)
9. vanwert.org / referral	129 (0.79%)	76.74%	5.43%	7 (2.01%)
10. t.co / referral	108 (0.67%)	72.22%	0.93%	1 (0.29%)



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What are they interested in?

<input type="checkbox"/>	Page [?]		Pageviews [?] ↓	Unique Pageviews [?]
			32,429 % of Total: 100.00% (32,429)	25,463 % of Total: 100.00% (25,463)
<input type="checkbox"/>	1. /		8,624 (26.59%)	6,255 (24.57%)
<input type="checkbox"/>	2. /contact-us/staff-listing/		2,083 (6.42%)	1,728 (6.79%)
<input type="checkbox"/>	3. /what-we-do/		1,185 (3.65%)	881 (3.46%)
<input type="checkbox"/>	4. /what-we-do/certified-sites/		837 (2.58%)	712 (2.80%)
<input type="checkbox"/>	5. /site/inola-river-rail-industrial-park/		730 (2.25%)	628 (2.47%)
<input type="checkbox"/>	6. /where-we-work/ohio/		629 (1.94%)	511 (2.01%)
<input type="checkbox"/>	7. /find-sites-buildings/		599 (1.85%)	402 (1.58%)
<input type="checkbox"/>	8. /where-we-work/		507 (1.56%)	349 (1.37%)
<input type="checkbox"/>	9. /where-we-work/texas/		452 (1.39%)	347 (1.36%)
<input type="checkbox"/>	10. indianamichiganed.aeped.com/		452 (1.39%)	334 (1.31%)



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Are they converting?



Goal Completions

555



PDF Download - General (Goal 2 Completions)

196



Email (Goal 3 Completions)

113



Contact Form Completion (Goal 4 Completions)

10



Site Selection Guide Form Completion (Goal 5 Completions)

4



PDF Download - Site PDF (Goal 6 Completions)

87



All Form Completions (Goal 7 Completions)

145





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Thank you!

A photograph of a utility site. In the foreground, a white bucket truck is parked on the right side of a road, with its bucket raised. Several orange traffic cones are placed along the edge of the road. In the background, a helicopter is flying in the sky, and several other bucket trucks are visible. The sky is blue with some clouds. The overall scene suggests a utility operation or a demonstration.

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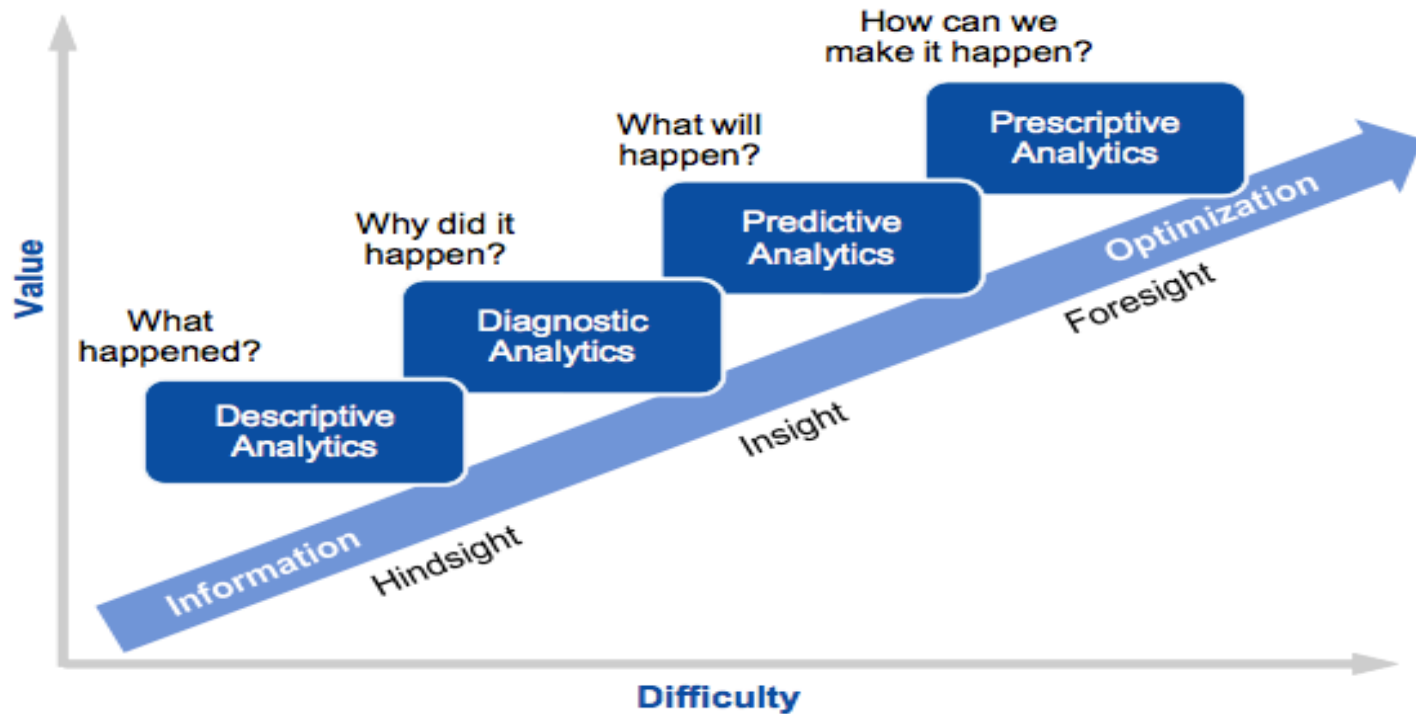
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AMI Analytics Development at AEP

Ernest Godoy
AMI Technical Support
Supervisor
AEP-TEXAS
361-880-6315

What Do We Mean By Data Analytics

Figure 2. Gartner Analytic Ascendancy Model





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AEP-Texas AMI System

AEP-Texas utilizes a mesh network AMI system

L+G Command Center –Head-in

**Over 1M meters L+G Focus AX
Aclara KV2c meters**



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Summary of Analysis Performed

- Temperature Monitoring- Daily
- KV2C Site Genie- Monthly
- High Voltage Monitoring – Daily
- Resistors in Meters – Daily
- Disconnected Meters Bypassed- Daily

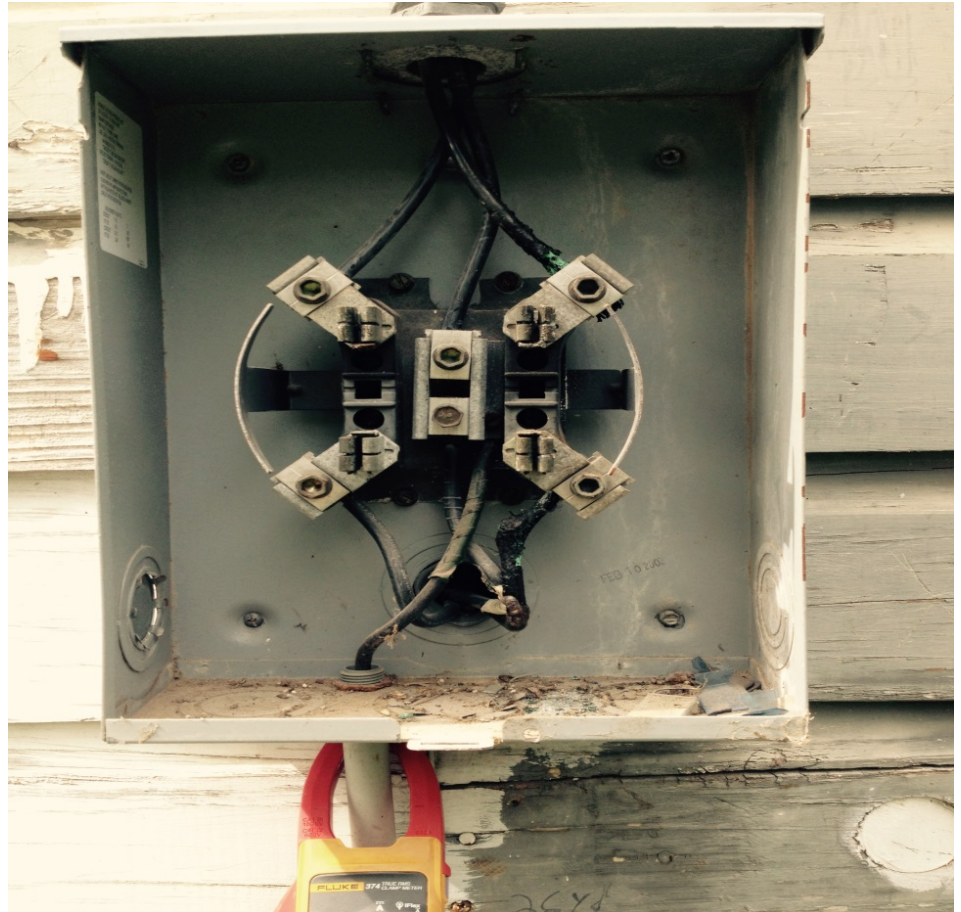
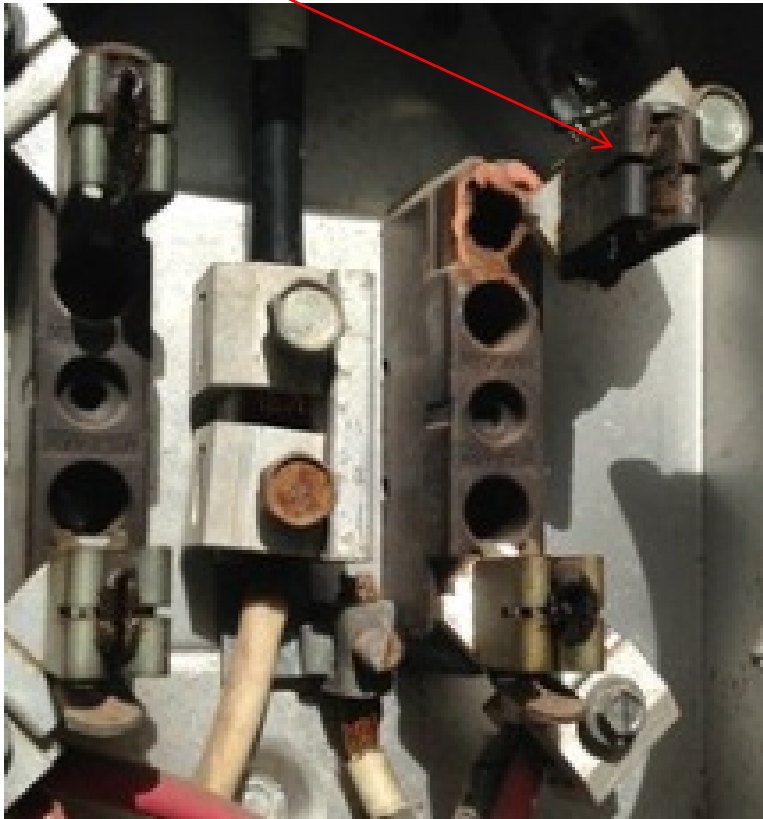


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Hot Socket Detection

Monitor daily meter temperature to the average meter.





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What are likely socket concerns?

Sprung/damaged jaw

Loose wire termination at line or load side jaw

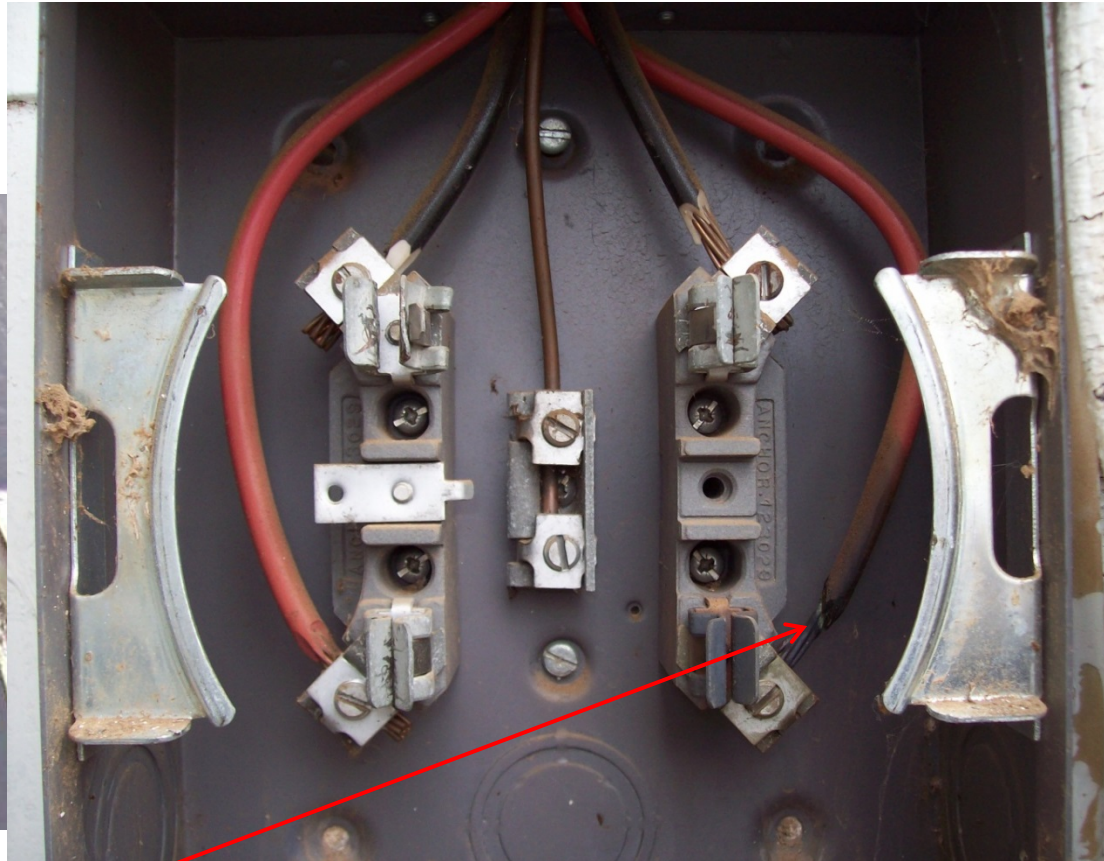
Meter blade beside and not into socket jaw

Worn line/load wire insulation arcing over to grounded mounting box

Total loads exceeding socket capacity – lots of older 100 amp services in the field



Tin plating on jaw “cooked”



Burnt
conductor



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KV2C Site Genie Analysis

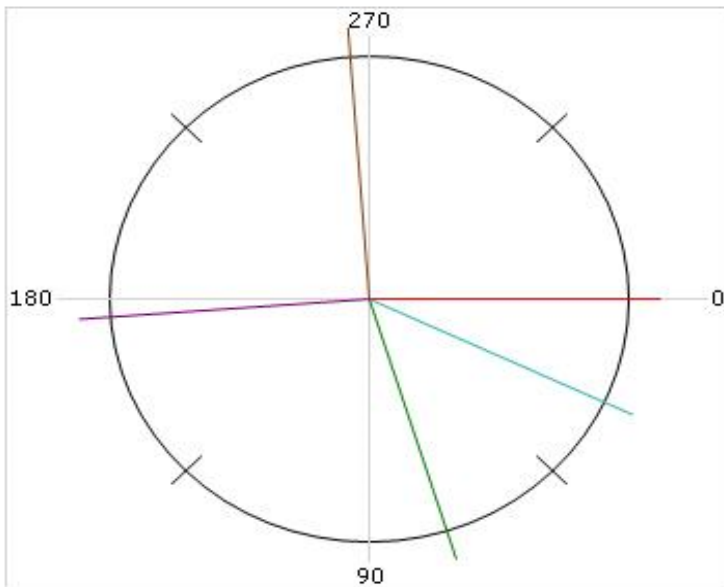
Monthly query to look for zero/missing/low voltages , Broken Ct or PTs, poor connections, bad neutral wire, bad cable, Service incorrect, etc.

Phase Voltage Report for Meter [454595240](#)

Instantaneous Data

Reading Date: 5/20/2016 3:07:00 PM

Phase Diagram



Phase Data

	Voltage (Volts)	Angle (Degrees)
Phase A	117.500	0.000
Phase B	117.500	0.000
Phase C	0.000	72.600

	Current (Amps)	Angle (Degrees)
Phase A	2.100	25.100
Phase B	2.200	265.800
Phase C	2.200	175.800

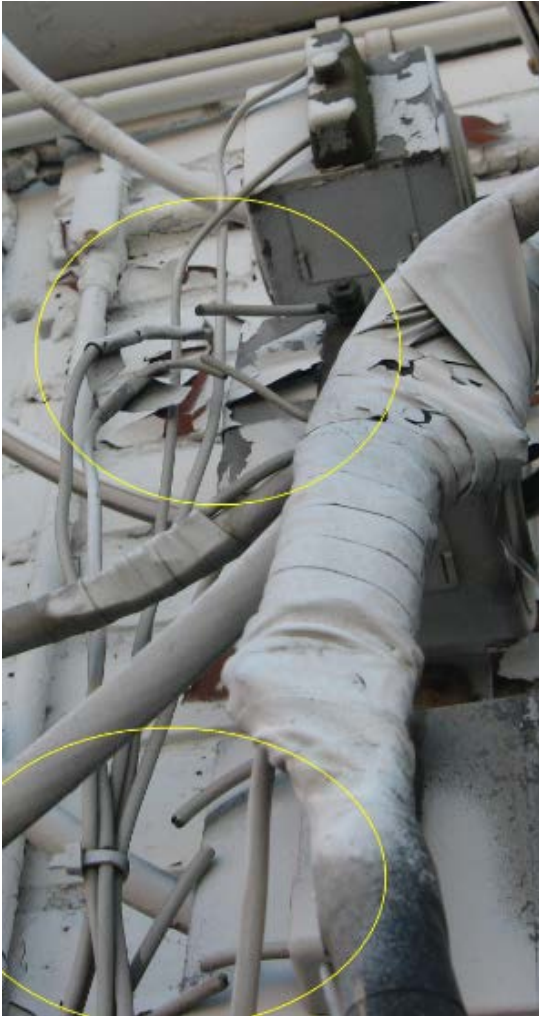
Demand Data

W
VA rms
VA td
VAR td
Power Factor



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Finding Bad Distribution Transformers

Actual meter electrician service order notes, same day

“High voltage (286v) at 1106 8th St Paducah mtr#113801044 has a bad transformer this also feeds a grocery store. line crew has been notified and will change out xfrmers today.”



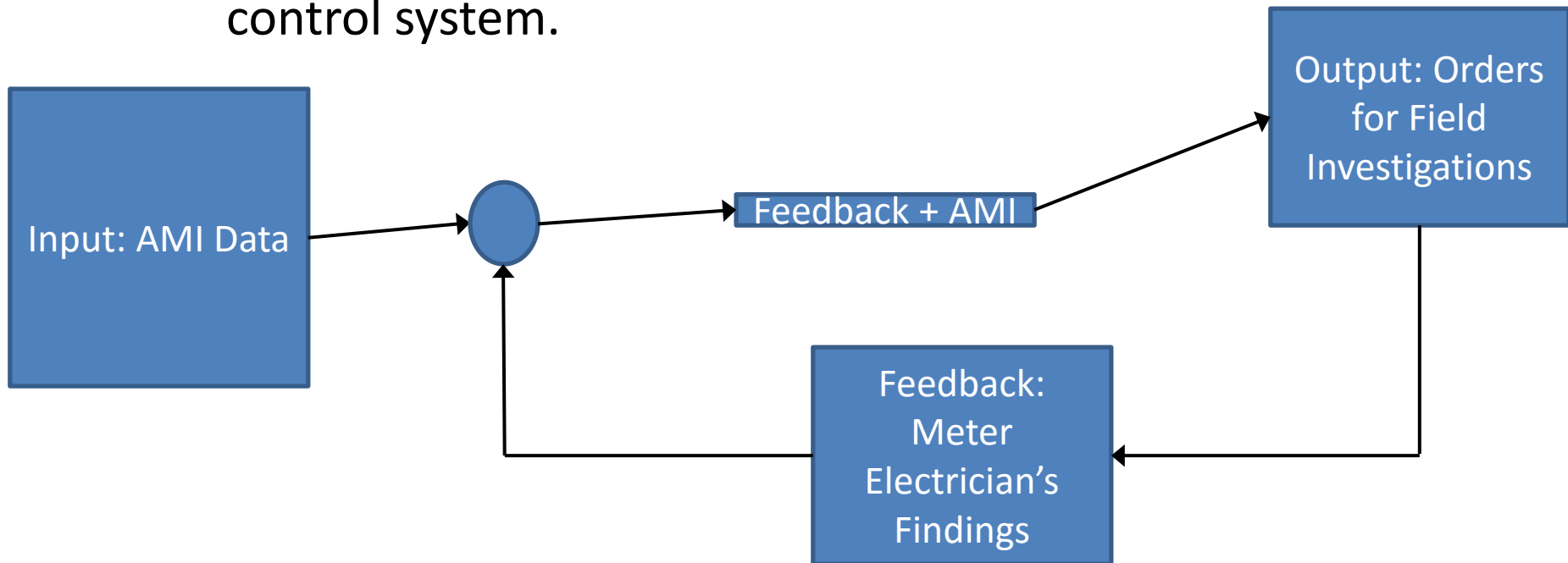


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Feedback is critical to Analytical Analysis

- The Feedback is used to evaluate the analysis process to make output more accurate, typical of a control system.





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Energy Diversion / Revenue Protection

**Martin Magana, Revenue Protection
Coordinator**



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Zero Harm

No one gets hurt and everyone goes home in the same or better condition than they came to work.



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Hurricane Harvey





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What we learned...

- *Meter events*
- *Test mode*
- *Lost meter*
- *Voltage on a disc meter*
- *Reverse rotation*



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INADVERTENT TAMPERING



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Leads

- *Customer Solution Center*
- *Retail Electric Provider or REP*
- *www.ReportPowerTheft.com*



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Questions

A large Texas state flag is mounted on a truck, waving in the wind. The truck is parked in a lot with other vehicles and equipment visible in the background. The sun is setting in the distance, creating a warm, orange glow. The scene is set in a parking lot or industrial area.

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REP Desk

**Christina Gomez, CRR Market Specialist
&
Rita Cardenas, CRR Market Specialist**



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REP Desk quick Demo

- Current Functionality
 - Chat
 - Safetynets
 - Historical Usage
 - Service Orders
- New Functionality
 - Reports Tab
 - Allows download of all customer information for all affiliated DUNS



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Chat with us!

We are here for you!

Mon - Fri

8:00am 12:00pm

1:00pm 5:00pm





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New Feature

- Reports
 - Spreadsheet with account details that your company (affiliates) are REP of Record of as of 3am
 - Administrators only
 - Report Activity Feature



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REP Desk



LOGOUT

Applications

Dashboard

Bulletin Board

Customer Lookup

Historical Usage

Safety Net

Service Orders

User Management

Group Management

More Resources

Report an Outage

Permit Info

Doing Business with AEP Texas

Facts at a Glance

Contact Us

Customer Lookup



ESI ID

PREMISE ADDRESS

METER NUMBER

REPORTS

Reports Last updated on : Sun Oct 08 2017

REPORT ACTIVITY

In this REPORTS tab you will find a spreadsheet of all ESI ID's, with account details, that your company (and affiliates, if any) are REP of Record of as of 3am today. This data will be refreshed each day and will be available here to download. The REPORTS tab is only available for Administrators at this time. The REPORT ACTIVITY feature displays who downloaded reports and when they did so.

Provider Name	Duns	File Parts	Total ESIID's	Download
---------------	------	------------	---------------	----------



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Reports

Customer Lookup

- ESI ID
- PREMISE ADDRESS
- METER NUMBER
- REPORTS**

Reports Last updated on : Mon Oct 02 2017

REPORT ACTIVITY

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Provider Name	Duns	File Parts	Total ESIID's	Download
Macias Energy	12345678910	1 of 1	5,556	
Gomez Energy	32114586654	1 of 1	2,636	
Cardenas Power	564654654654	1 of 1	1,359	
Gerick Resources	65465465465	1 of 1	1	
Hunt Enterprises	123654987	1 of 1	24	
Lewis & Lewis LLC	741852369564	1 of 1	57	
Thor Energy	5465465465465	1 of 1	15	



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Data on the Spreadsheet:

1	Data As of:	10/01
2	ESI ID	
3	10032789400000000	100 Any Str
4	10032789400000000	101 Any Str
5	10032789400000000	102 Any Str
6	10032789400000000	103 Any Str
7	10032789400000000	104 Any Str
8	10032789400000000	105 Any Str
9	10032789400000000	106 Any Str
10	10032789400000000	107 Any Str
11	10032789400000000	108 Any Str
12	10032789400000000	109 Any Str
13	10032789400000000	110 Any Str

- Customer information
 - Meter status Energized/De-Energized
 - Switch Hold
 - Critical Care/Load status
 - Tariff “Rate”
 - Load Profile

All Meter Co	Critical Cai
N-AMS	NO
N-AMS	NO
ISR	NO
ISM	NO
ISR	NO
ISM	NO
ISM	NO
N-AMS	NO
ISM	NO
ISM	NO
ISM	NO



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Customer Lookup

- ESI ID
- PREMISE ADDRESS
- METER NUMBER
- REPORTS**

Reports Last updated on : Mon Oct 02 2017



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Lewis & Lewis LLC	741852369564	1 of 1	57	
Thor Energy	5465465465465	1 of 1	15	



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Report Activity

Report Activity

Report Activity Summary

Displaying 25 of 224 items

Request Id	User Id	Report Count	REPs Selected	Request Date/Time
215	wtso123	1385	Cardenas Power	Thu Oct 05 2017 1:47:02 PM CDT
215	wtso123	1385	Cardenas Power	Thu Oct 05 2017 1:42:38 PM CDT
111	wtso01	573	Gerick Resources	Wed Oct 04 2017 10:50:10 AM CDT
221	wtsoa99	14535	Gomez Energy	Wed Oct 04 2017 8:23:51 AM CDT
221	wtsoa99	14535	Gomez Energy	Wed Oct 04 2017 8:23:51 AM CDT
100	wtso102	24621	Macias Energy	Wed Oct 04 2017 7:52:07 AM CDT
100	wtso102	24621	Macias Energy	Wed Oct 04 2017 5:41:49 AM CDT



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A photograph of a utility site. In the foreground, a white bucket truck is parked on the right side of a road, with its bucket raised. Several orange traffic cones are placed along the edge of the road. In the background, a helicopter is flying in the sky, and several other bucket trucks are visible. The sky is blue with scattered white clouds. The overall scene suggests a utility operation or a demonstration.

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Energy Efficiency & Consumer Programs

Monica Craig, EE/Consumer Program Coordinator



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AEP Texas Footprint

AEP Texas is an energy delivery company serving both north and south Texas

 North Division

 Central Division



- > 970,000 customers
- > 42,000 miles of overhead distribution lines
- > 97,000 square miles service area



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Types of Programs

- The primary objective of offering energy efficiency programs is to achieve a peak demand reduction during the summer and winter months
- We offer two types of programs to both commercial and residential customers:
 - Standard Offer Programs (SOPs)
 - » A simple streamlined process which is designed to encourage strong participation from EESPs
 - Market Transformation Programs (MTPs)
 - » A more strategic approach which is intended to induce lasting change in market behavior



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Residential Programs

- Hard-to-Reach SOP
- Residential SOP
- Targeted Low-Income Weatherization SOP
- CoolSaverSM AC Tune-Up MTP*
- High Performance New Homes MTP*
- Residential DR MTP
- SMARTSourceSM Solar PV MTP

* Central District only



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Commercial Programs

- Commercial SOP
- Load Management SOP
- Commercial Solutions MTP
- CoolSaverSM AC Tune-Up MTP*
- Open MTP
- SCORE[®]/CitySmart[®] MTP
- SMARTSourceSM Solar PV MTP

* Central District only



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Challenges

- Finding EESPs to work all areas of our service territory
- Encouraging EESPs to include other energy efficiency measures as opposed to the status quo
- Ensuring that all customers know that these programs exist
- Updating our program portfolio with new ideas and/or programs that will be successful



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How Can You Help

- Share what you have learned about your customers on ways they would like to save energy
- Refer your customers to us for their energy efficiency needs
- Develop and submit a program concept that you think will work in our service territory



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For More Information

- Visit the AEP Texas website:

www.aeptexas.com/save

- Contact Information:

Monica Craig

EE & Consumer Programs

mpcraig@aep.com

361.881.5673

A large Texas state flag is mounted on a truck, waving in the wind. The truck is parked in a lot with other vehicles and equipment visible in the background. The sun is setting in the distance, creating a warm, orange glow. The scene is set in a parking lot or industrial area.

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Customer Relationships

Customer Service Account Management

Chad Tomanec, Customer Service Engineer



Changing Customer Expectations

- Instant information
- Green power
- Multi-channel interaction
- Easy to do business with



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Customer Account Management

- Defined our Process
- Reviewed every account 500 kW and above
- Transmission Service
 - All customers have an assigned account manager
 - Minimum of one meeting per year



- Distribution Service
 - All customers over 750 kW have an assigned account manager
 - Critical accounts are assigned
 - Easy to do business with



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Hurricane Harvey

Transmission and Distribution Damage:

- 549 downed transmission structures
- 5500 distribution poles replaced
- 3 Million feet (712 Miles) of conductor replaced
- 60 substations out of service
- 220,000 customer outages
- 5600 full-time employee resources used at peak of restoration





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- Most of the large industrials along the Port of Corpus Christi ship channel only experienced a brief outage
- Customers include large refineries such as Flint Hills, Valero, and Citgo which process critical commodities such as gasoline, diesel, jet fuel and other refined products

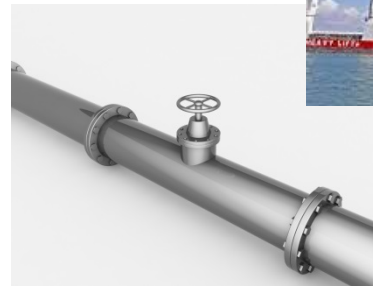




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- Once the refineries were restored raw product was critical in two phases
 - Transportation including pipelines, ship traffic and other means
 - Suppliers of raw product such as crude oil and nitrogen were critical in the start-up process
- AEP Texas was able to re-focus our restoration efforts in order to bring back key suppliers and avert a national fuel shortage



NITROGEN



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Looking Back:

- Identify critical vendors and suppliers
- Understand our large industrial customers' processes
- Communicate how AEP Texas prioritizes it's restoration efforts
- Partner in the success of our customers





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Questions

A large Texas state flag is mounted on a white truck, waving in the wind. The truck is parked in a lot with other vehicles and equipment visible in the background. The sun is setting in the distance, creating a warm, orange glow. The scene is set in a parking lot or staging area with various pieces of equipment and vehicles.

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SAFE TRAVELS**