
Welcome to the 2022
AEP Texas Competitive
Retailer Relations Workshop
November 2, 2022

Jesse Macias

Manager, Competitive Retailer Relations

Agenda

Welcome, Introductions, Safety Contact
Judith Talavera, AEP Texas President & COO
Jesse Macias, Manager Competitive Retailer Relations

2022 CR Survey Results
Mark Hunt, Account Executive Competitive Retailer Relations

Customer Information Transformation (CIT)
Stacey Gabbard, VP Customer Operations
Amy Jones, Director Cust Services Tech Integration
Christopher Cole, Functional System Architect Principal

LED Streetlight deployments
Chad Tomanec, Regulatory Consultant Staff
Diana Nunez – Billing Lead
Brina Mendiola – Billing Representative

AMI Update Jerry Young, Advanced Meter Infrastructure Manager

EV Strategy & Technology
Javier Juarez, Project Manager
Gricelda Calzada, Regulatory Pricing & Analysis Manager

DER Update
Rosalba Epps, Alt Energy Resource Coord Sr

REP Desk & Usage Hub Update
Mike Fracassi, Technology Manager – Customer Choice
Ashwin Kamath, Business Analyst Principal

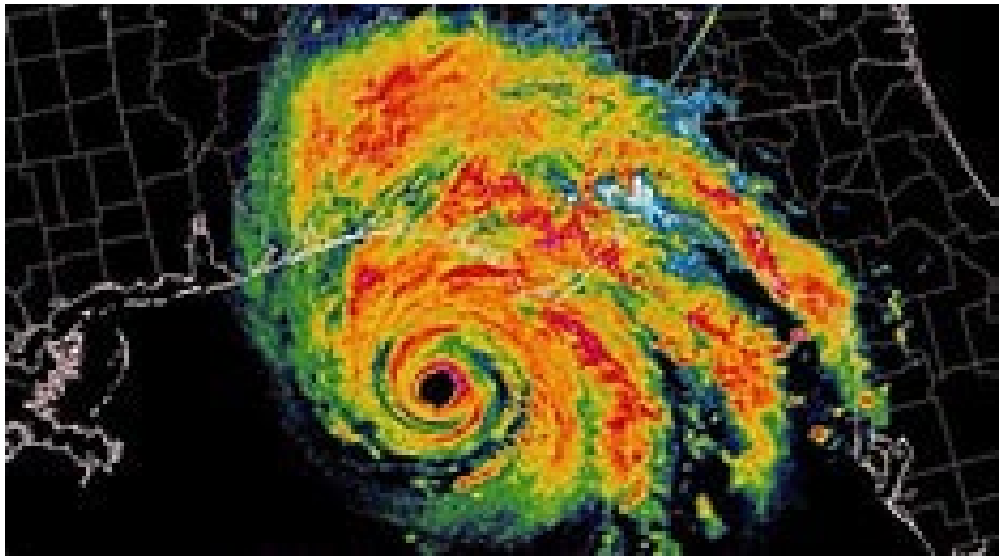
Open Questions Session

Closing Comments and Adjourn

Safety Contact

Bill Snyder

Business Standards Consultant



Seasonal Safety – Working Outside in the Fall

- **Use Caution on Ladders**

Wear appropriate footwear and be cautious of slips if the ground is wet. Position ladder on a flat surface before use.

Unacceptable!

Seasonal Safety – Working Outside in the Fall

- **Look up Before Pruning Trees**

Survey the area carefully and make note of power lines and large limbs. Hire a professional!

Seasonal Safety – Working Outside in the Fall

- **Clean up Fallen Leaves**

Wet leaves can create a slip hazard for pedestrians. Large leaf piles may contain large objects or even a child. Be cautious while driving through neighborhoods with curbside leaf piles.

Final Words on Fall Safety

- Daylight Saving Time ends November 6th
- Be aware of rapidly changing weather
- Check your vehicle's tire pressure
- Be alert for wildlife.
- Stay home if you're feeling ill

WELCOME!

Judith Talavera

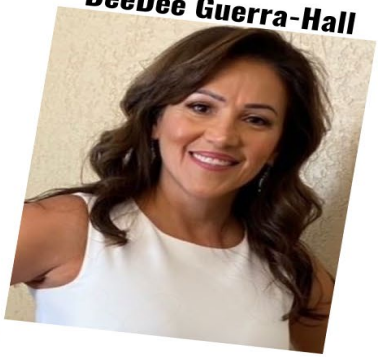
AEP Texas President & COO

Meet the CRR Team

Jesse Macias

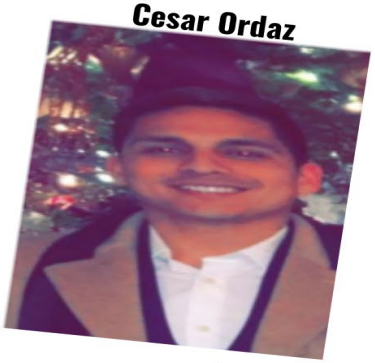
Mark Hunt

DeeDee Guerra-Hall



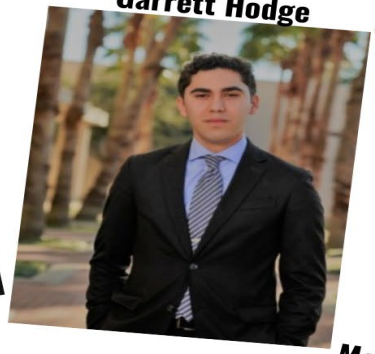
Bill Snyder

Cesar Ordaz



Christina Gomez

Garrett Hodge

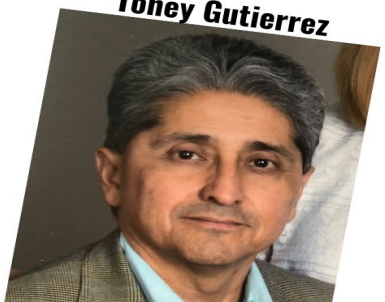


Sylvia Garcia

Belinda Ybarra

Cindy Juarez

Toney Gutierrez



Melinda Earnest

Bonnie Trevino

Rita Cardenas

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

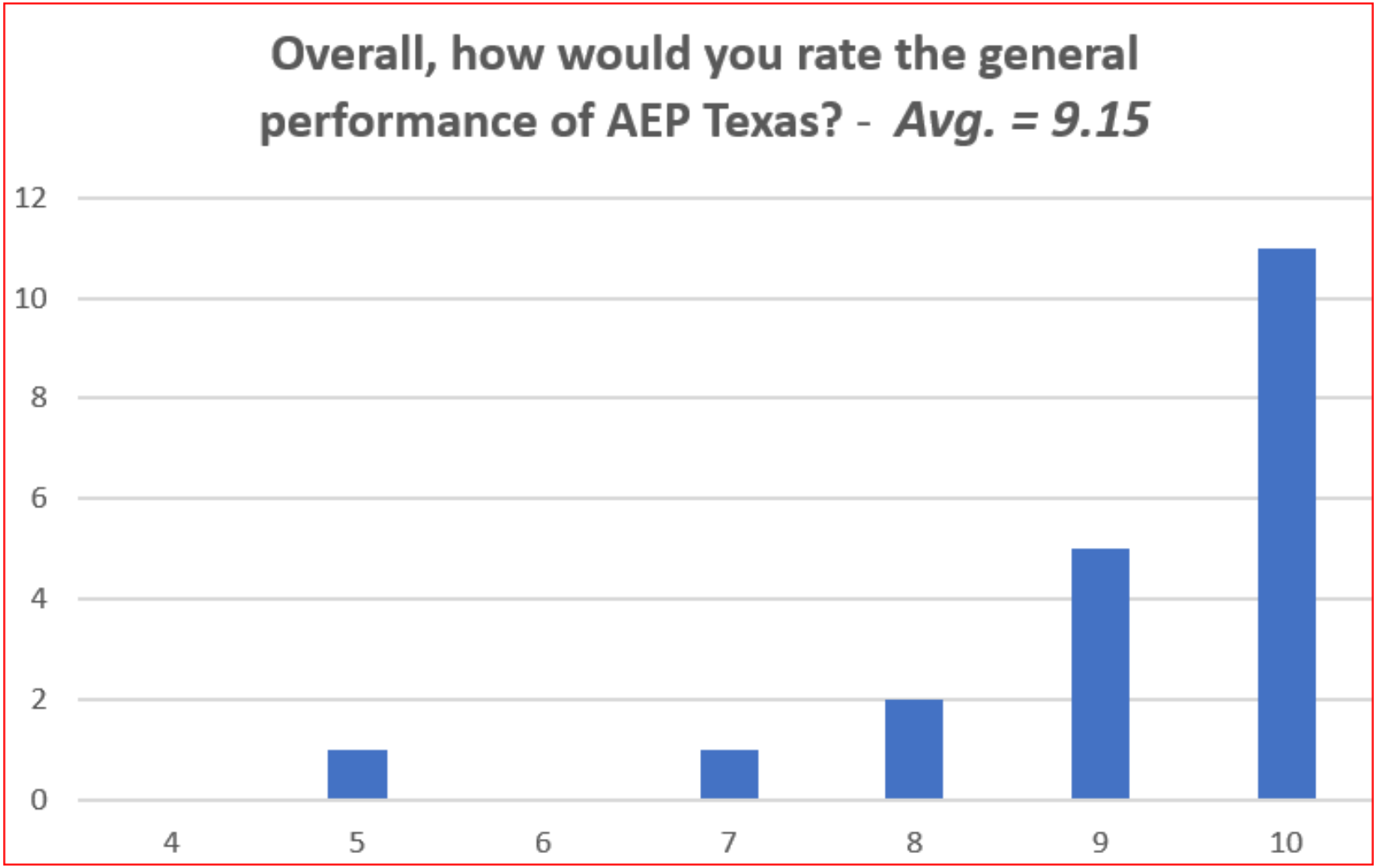
2022 Competitive Retailer Survey Results

Mark Hunt
Senior Competitive Retailer Account Executive

2022 Competitive Retailer Survey Results

- Surveying CRs for 19 years
- Data collection began on September 14th and concluded September 28th
- Encourage Comments and Feedback
- Participation – 20 Respondents in 2022 Survey
  - 2021 Survey – 13 Respondents
  - 2019 Survey – 12 Respondents representing 46 CRs (85.4% of End-Use Customers Represented)

2022 Competitive Retailer Survey Results



2022 Competitive Retailer Survey Results

Continue to evangelize CRIP chat- we love it.

Provide a chat feature for suppliers

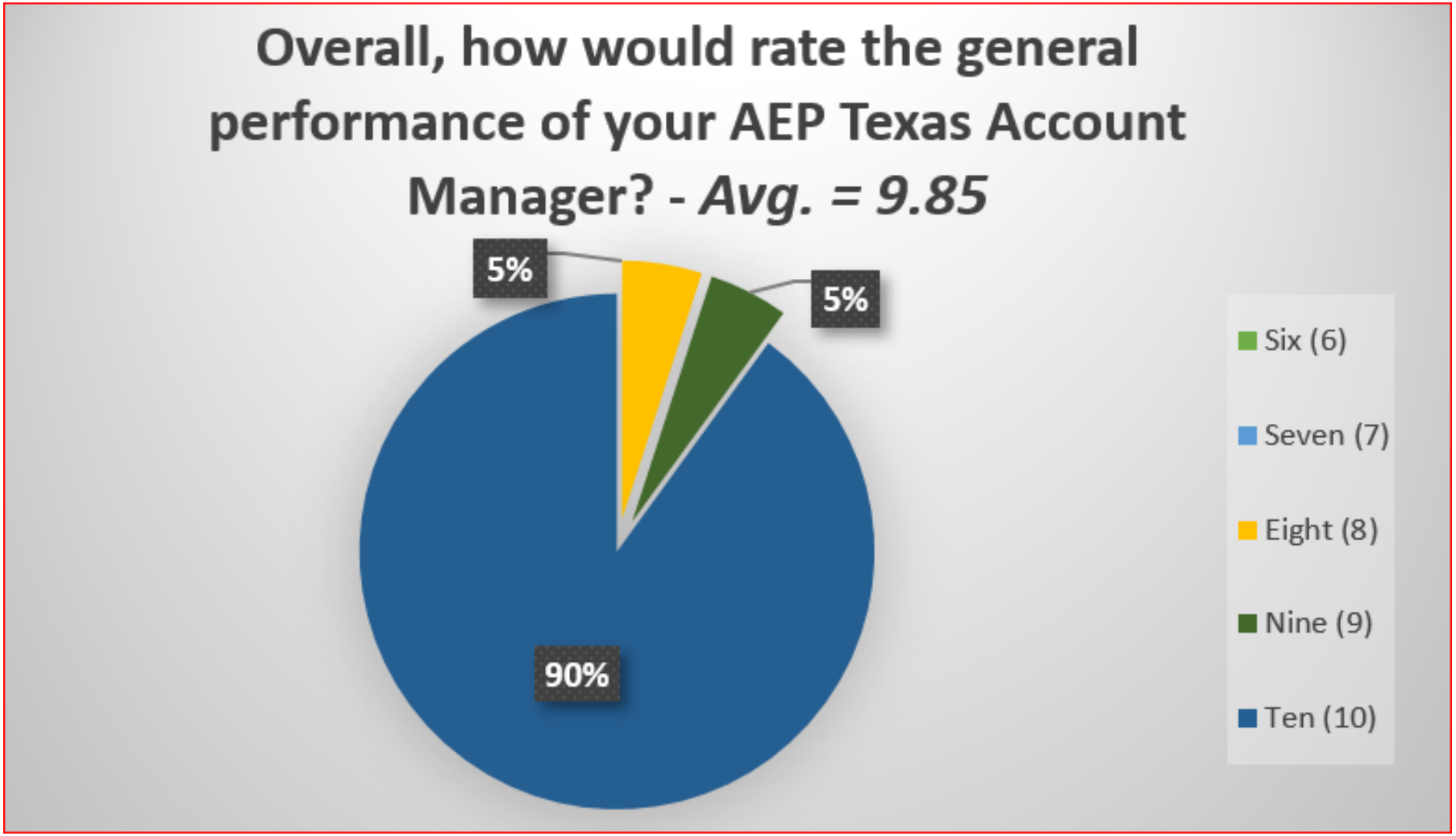
Ensure AEP's CRR group retains and / or obtains as much retail market knowledge as possible.

Continue to improve your crip portal

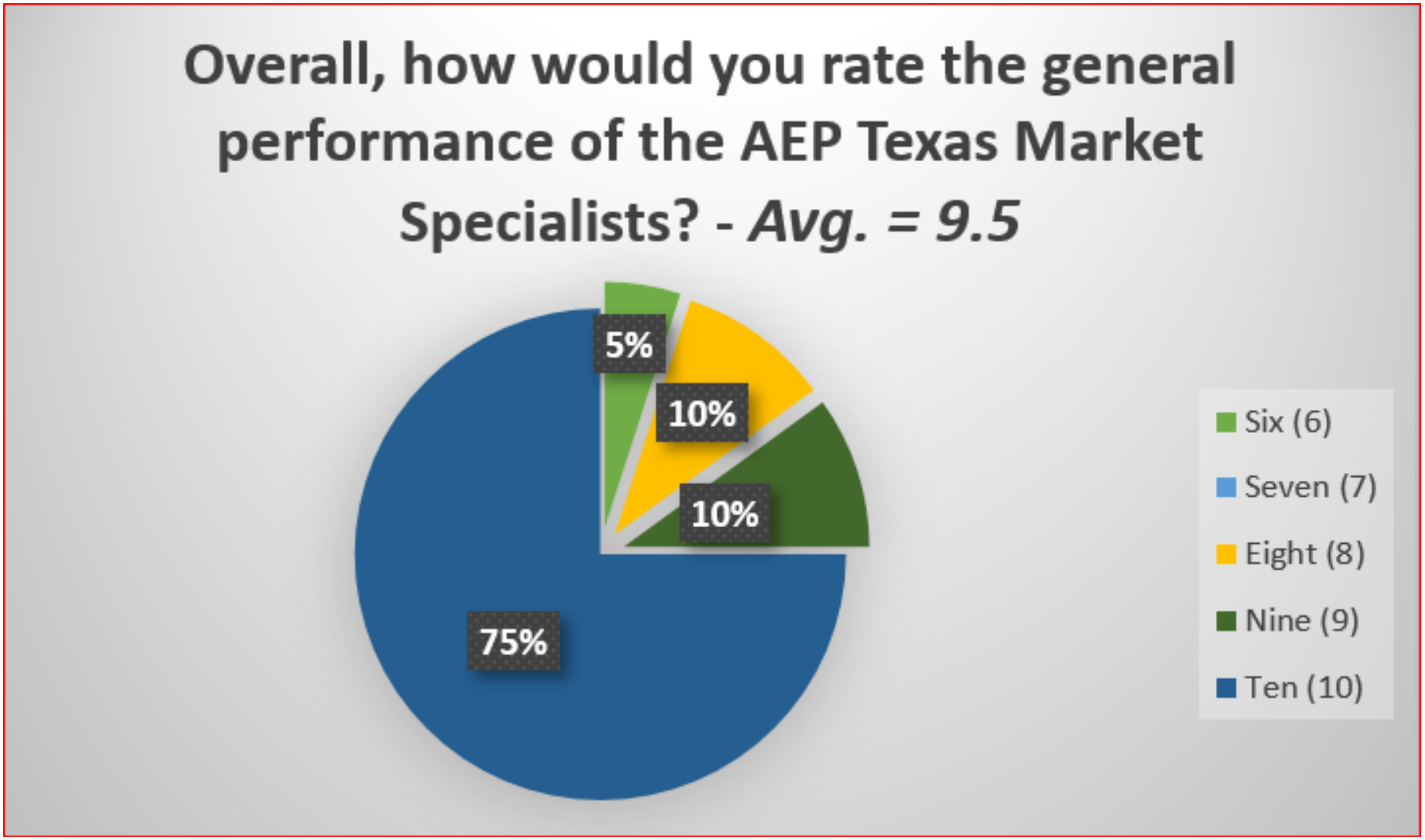
Fix the CRIP for updating passwords :)

Make sure that you execute operations in a way that it does not cause undo operational impacts on us.

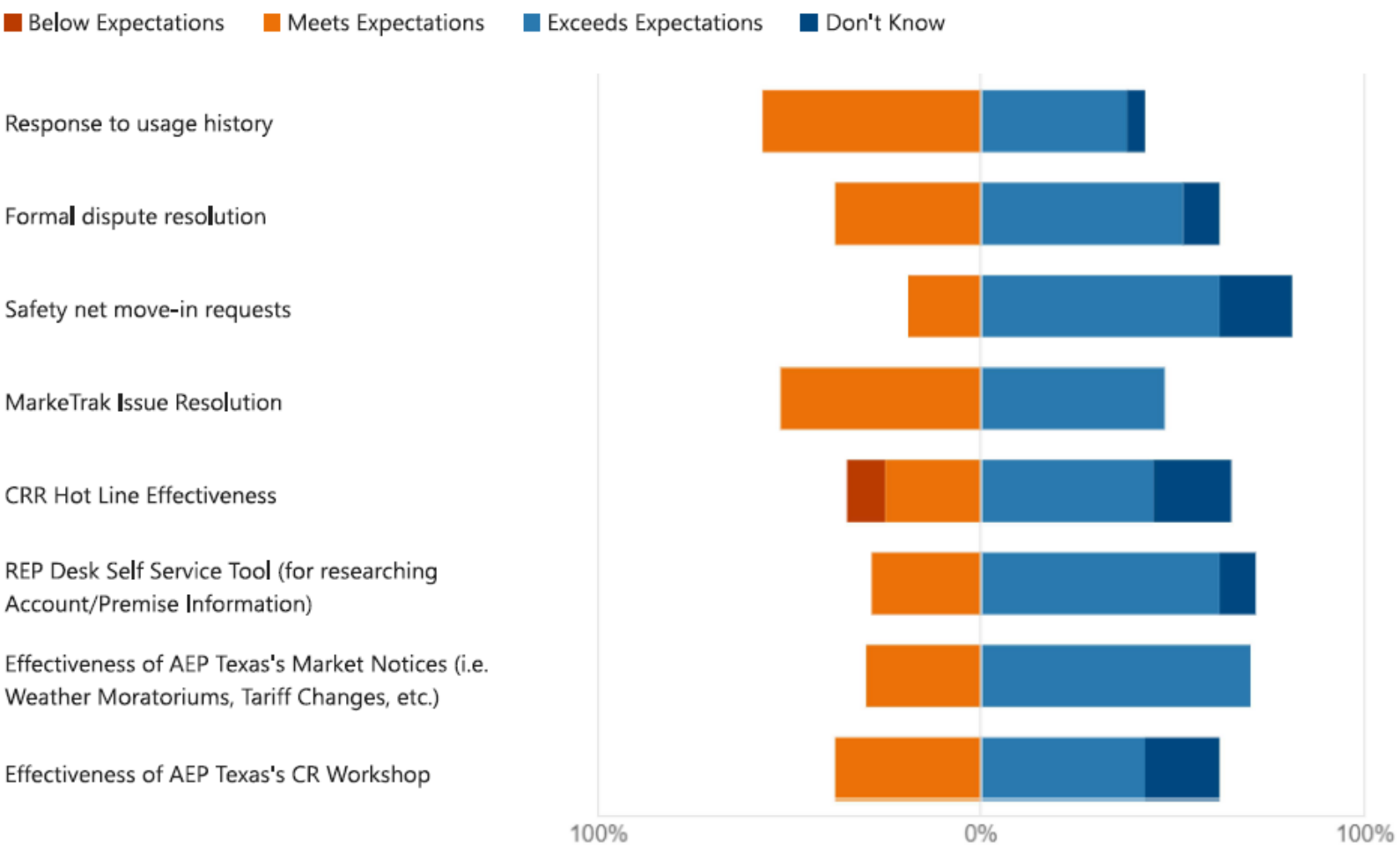
2022 Competitive Retailer Survey Results



2022 Competitive Retailer Survey Results



2022 Competitive Retailer Survey Results



AEP TEXAS
An AEP Company
BOUNDLESS ENERGY

Questions

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

Customer Information Transformation (CIT)

Overview

Stacey Gabbard

VP Customer Operations

Amy Jones

Director Customer Services Tech Integration

Chris Cole

Functional System Architect Principal

Preparing for the Future

- Ability to stay current with new features offered in the product
- More flexible data model
- Improved usability – MACSS training has been difficult over the years
- Improved customer Insights
- Improved data quality and access
- Manual process reductions

CUSTOMER VALUE

- Ability to implement new products & programs
- Enable and expand customer offerings
- Standardized integrations with external partners

OPERATIONAL

- Provides configurable vendor-supported software
- Highly configurable rates functionality enables faster, more accurate deployment
- Supports improvements to data governance & quality

FINANCIAL

- Increased speed to market
- Reduced ongoing application support costs driven by custom development

WORKFORCE

- Provides upskilling opportunity for existing employees
- Attract new talent by enabling modern technology

High-level Approach

Keeping pace with evolving energy industry and the changing needs of customers.

We are here.

Exploring

Exploring Capabilities

Utilizing Oracle tools to build and test business processes and conduct architectural planning for future phases.

Current Estimate: Phase 1: ~2021 - 2023

- Automate Manual Billing
- Begin Building the Foundation
- Rate Configuration Strategy
- Recommendations - Rates
- Define Meter Strategy
- Define Technical Strategy

Building

Advancing Foundational Technology

Building common functionality and finalizing OpCo transition plans.

Current Estimate: Phase 2: ~2023 - 2025

- OPCO Business Standardization
- Common Enablement
- Technical Architecture
- Meter Enhancements
- Organizational Readiness

Transforming

Transforming into a Next-Generation Utility

Transitioning OpCos to the new Oracle solution.

Current Estimate: Phase 3: ~2025 - 2028

- Build OpCo specific functionality
- Fully transition OpCos to new technology

Lessons Learned

Implementation Benchmarking

- Strong governance – executive leadership support, engagement when needed
- Multiple system integrators delivery model – a system of checks and balances
- Standardize processes, do not customize the software
- Ensure a comprehensive review of organization impacts is conducted, plan with the end in mind

Peer Utilities

- Frequent market communications with retail and ERCOT to provide updates
- 40 days and 40 nights of testing – readiness testing was critical/testing with real data
- Go-live dress rehearsals / Cutover on the weekend
- Focus on stabilization – don't let up
- Shift in philosophy to no customizations

Oracle User Group

- Overlapping testing cycle
- Dedicated testing teams (internal)
- Plan on system implementer resources to help support after go-live
- Do not let the system implementer do all the system configurations
- Plan for the transfer of knowledge
- Avoid having a shortage of skilled resources

Mitigating Risks Associated with Replacing a CIS System

Our deployment approach balances risk to achieve the business outcome.

Phased Approach

- Helps prove the technology's usability prior to deployment to the first operating company
- Shortens the development and testing window by deploying one operating company at a time
- Allows us to better manage changing technology platforms and evolving business and regulatory needs
- Avoids "code freezing" of the legacy system during the conversion of the system to a new system
- Minimizes risk around billing issues by focusing the team's effort on any unique functionality for a single OpCo
- Increases the opportunity for increasing customer billing and overall satisfaction

Third-Party QA/QC

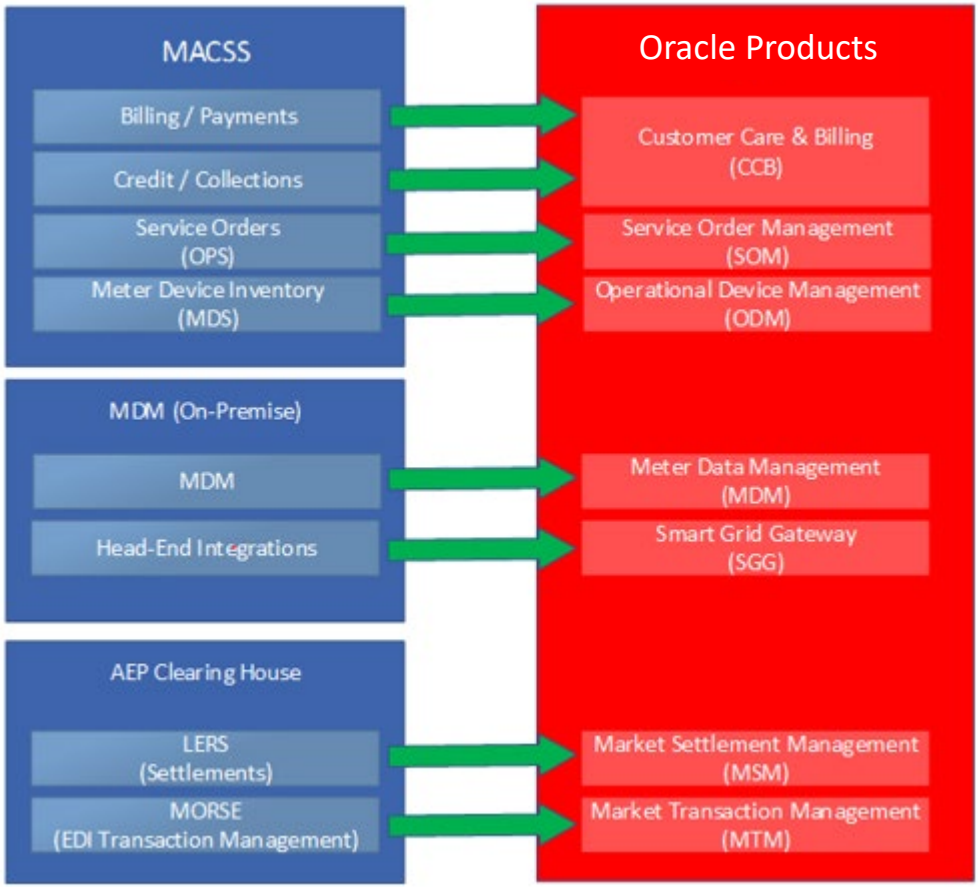
- Utilizing a third-party quality assurance/quality control consultant (QA/QC) for the program (industry best practice)
- Provides an unbiased review of program processes and procedures to assure risks are mitigated

Third-Party System Implementer (SI)

- Using a third-party system implementer that specializes in large-scale CIS implementations
- Provides an additional level of expertise and capacity that AEP does not currently have
- Brings technology tools for testing and post-implementation stabilization that mitigates the risk of billing errors, back-office exception processing backlog, and unbilled revenue, all of which can drive up call volume

Core Systems Being Replaced

AEP's core business capabilities will be replaced by Oracle products.



MACSS (Marketing, Accounting, and Customer Service System) is AEP's current CIS system.

Market Transaction Management (MTM)

AEP Texas business processes transform with new applications.

What is Oracle's MTM?

- Supports market-related business processes
- Out-of-the-box library of functions and market transactions
- Same framework and technology
  - Allowing MTM to be easily upgradeable
  - Common skill set to configure and maintain
  - Built to scale

Benefits

- One application/one login/one database
- One-stop shop for all market communications and the messages sent and received
- Messages prepared and viewed in real-time
- Users can see ending market activity without having to access multiple systems
- Allows for the mass moving of customers from one service provider to another

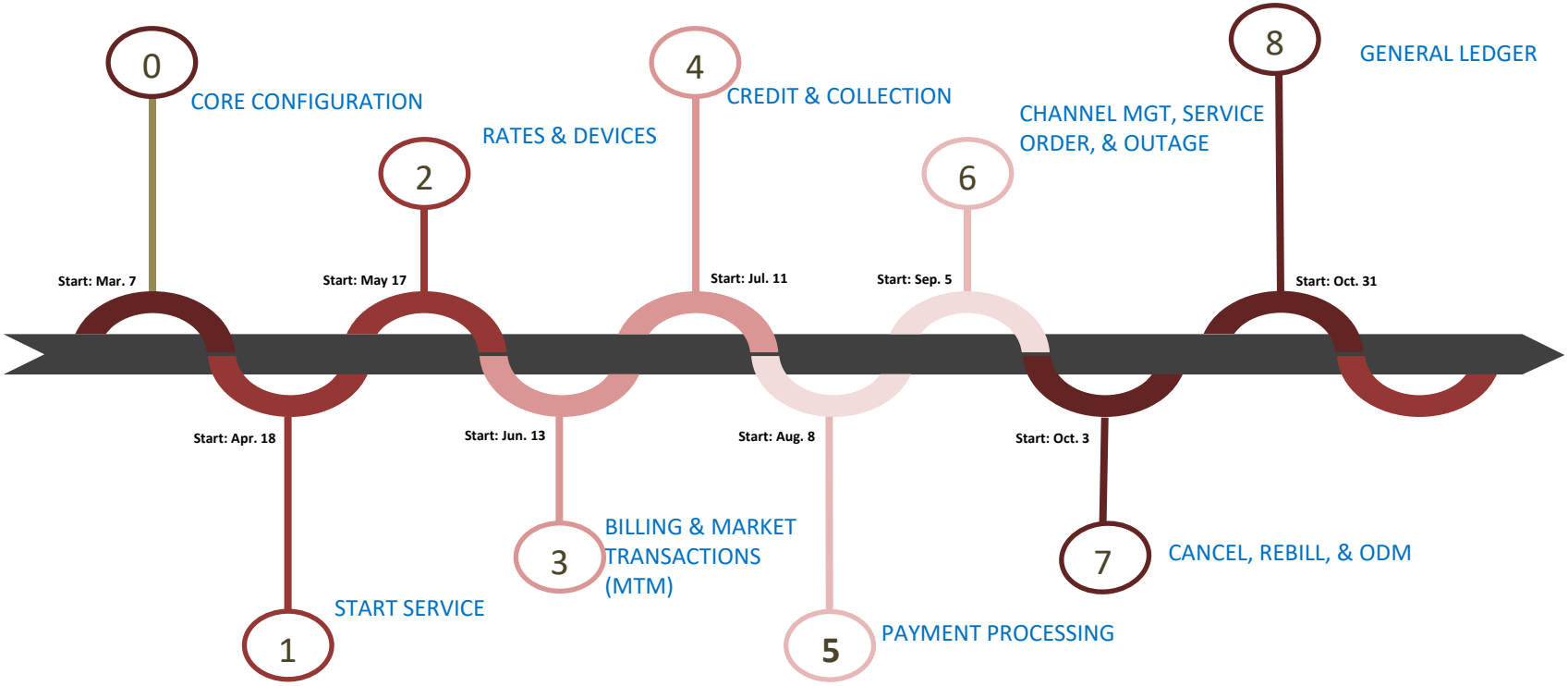
Market Transaction Management (MTM)

Oracle's Utility MTM Solution

- 15 years in deregulated markets
- 3 continents, 9 countries, 20 regulatory markets
- 25 implementations
- 10 US Utilities
  - 7 US electric - 3 active, 4 in progress distributors
  - 2 TX electric distributors - 1 active, 1 in progress
- 7 utilities with over 1 million customers

Hands-On Assessment

The “MVP” workstream is building capabilities in lower environments, to prove the product meets expectations, to inform Oracle’s product roadmap, and to better assess the budget and schedule needed for full OpCo implementation.



Questions

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

LED Streetlight Deployments

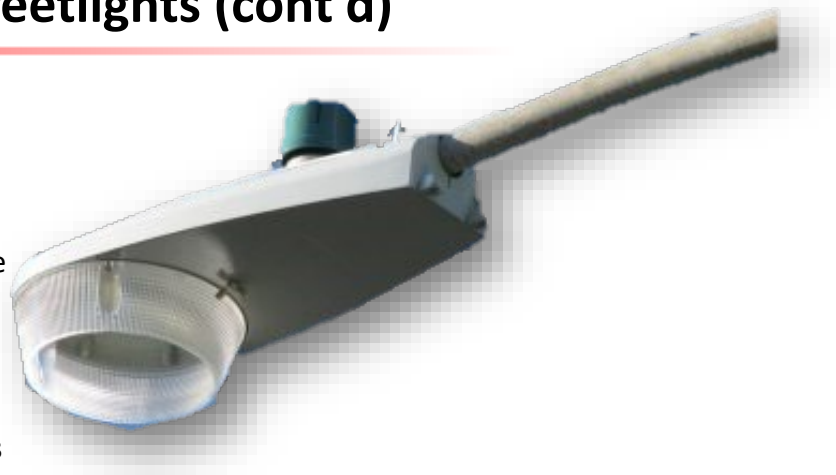
Chad Tomanec

Regulatory Consultant

Mass Change Out of LED Streetlights

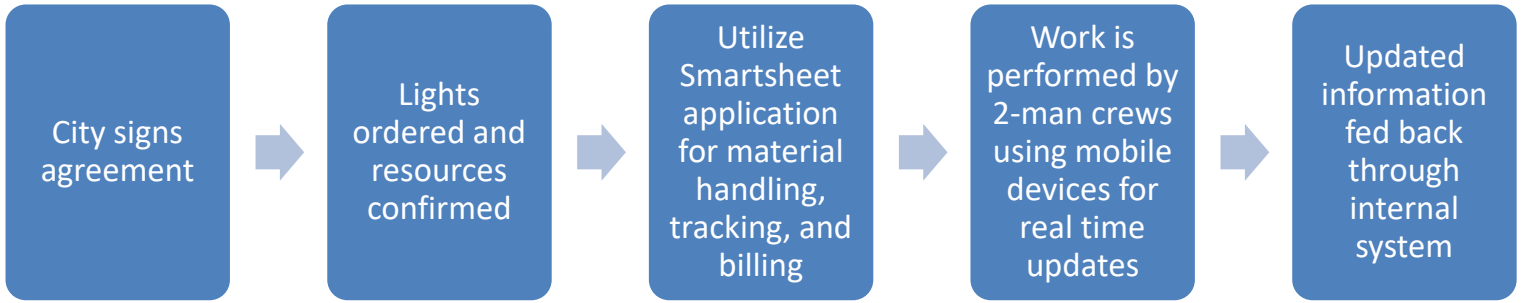
Mass Change Out of LED Streetlights (cont'd)

Mass Change Out of LED Streetlights (cont'd)



- Currently have signed agreements with 3 large cities to replace all existing HID (High Pressure Sodium, Mercury Vapor, etc.) with LED technology.
- Approximately **20,000 lights** have been replaced to date
- By end of 2023 will have replaced approximately **38,000 lights**
- Some cities standardizing light sizes based on type of utilization (commercial/residential/major intersection)
- Utilizing outside resources dedicated to the project with real-time tracking and updated records.

Mass Change Out of LED Streetlights (cont'd)



Mass Change Out of LED Streetlights (cont'd)

LED Replace on Failure

Diana Nunez

Billing Lead – Unmetered

Brina Mendiola

Billing Representative

HPS (High Pressure Sodium)

HPS lamps have a much shorter lifespan than LEDs. A typical HPS lamp lasts around 24,000 hours, whereas an LED light can last upwards of 200,000 hours.

LED (Light Emitting Diode)

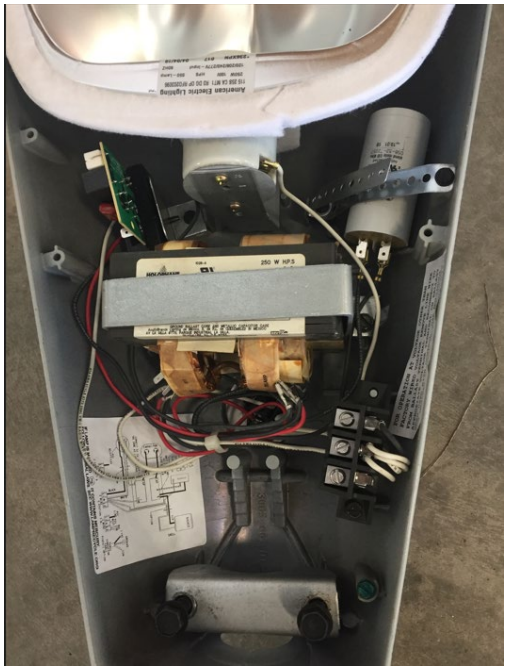
LED stands for light emitting diode. LED lighting products produce light up to 90% more efficiently

Replace on Failure

Replace on Failure is when the fixture goes bad, not the bulb or photocell.

- The customer has signed the replace on failure agreement.
- A light has been reported that it is not working, and a repair order gets issued.
- The technician goes out to assess the problem and will determine what will need to be done.
- The technician will check the bulb, photocell then fixture to determine if the fixture has gone bad and will then change it to the LED alternative to what we are currently billing the customer.

Bulb, Photocell & Fixture



Brighter Lighting

Rates/MVI – MVO

Pros/Cons

- Currently the customer is being billed 500 lights on the 250HPS rate.
- We changed out 25 of the 500 lights to LEDs leaving 475 lights on the 250HPS rate.
- We are unable to make any billing corrections as far as removing the 25 lights that have been changed out to the LED rate until the activation has been received.
- Their current 250HPS account cannot be closed due to the 475 lights that still remain on that account.
- ESI ID# is created for the LED rate

Rates/MVI – MVO

Pros/Cons

- The LED is billed at a much lower KWH rate than HPS/MH.

- It is to the customer's advantage that we receive the activation for the LED's so those changes can be made from the higher to the lower KWH rate.

Traditional vs LED

LED Lighting Options

Traditional Street Light				Alternative AEP LED Streetlight		
Fixture	kWh	Fixture Charge		Fixture	kWh	Fixture Charge
100 W MV	40	$ 5.18		43 W	14	$ 6.03
175 W MV	70	$ 5.87		71 W	29	$ 6.13
400 W MV	145	$ 9.62		122 W	46	$ 8.96
					OR	
				194 W	73	$ 10.95
150 W MH	65	$ 8.47		71 W	29	$ 6.13
175 W MH	75	$ 8.47		71 W	29	$ 6.13
250 W MH	105	$ 8.72		122 W	46	$ 8.96
400 W MH	155	$ 9.19		194 W	73	$ 10.95
1000 W MH	367	$ 9.36		N/A		
70 W HPS	28	$ 5.21		43 W	14	$ 6.03
100 W HPS	39	$ 5.32		43 W	14	$ 6.03
150 W HPS	57	$ 5.47		71 W	29	$ 6.13
250 W HPS (Cobra)	104	$ 7.66		122 W	46	$ 8.96
250 W HPS (Flood)	104	$ 7.66		146 W	50	$ 15.24
400 W HPS	155	$ 8.31		194 W	73	$ 10.95
1000 W HPS	367	$ 7.02		N/A		

AEP TEXAS
An AEP Company
BOUNDLESS ENERGY

Questions

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

AMI Update

Jerry Young
Manager - Advanced Meter Infrastructure

Advanced Meter Infrastructure Team

- Ernest Godoy – AMI Technical Supervisor
  - Metering Standards, Substation & ERCOT Testing, & Revenue Protection
- Bryan Chappell – AMI System Supp. & Field Com.
  - Field Support and Service Order Dispatch
  - AMI system, meter, and order automation monitoring
- Carrie Guajardo – AMI Analytics and Support
  - AMI Data Analytics development, review, & training
  - Major Storm Data support
  - Automated Process/Order creation
- Barbara Gilmore – AMI Coordinator
  - Project Management and Vendor Contract Support

AMI Upgrades & Modernization

- Infrastructure Upgrades
  - All Collectors will be upgraded beginning 2023
  - Routers will be upgraded beginning 2024/2025
  - Asset Controllers to be installed over a 5year period beginning in 2023
- AMI Management Software will move to SaaS
  - Planning 2022 & 2023
  - Conversion 2023 & 2024

Smart Meter Texas

- Kyndryl Hosting Contract expires in Feb 2024
- RFP was issued in 1st Quarter 2022.
- The RFP was awarded to IBM
- Reduction in annual hosting expenses
- Infrastructure work to begin in 2023
- Switch to Cloud architecture in Feb 2024

Questions

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

EV Strategy & Technology

Javier Juarez

Project Manager

Electric Transportation Strategy

Increase adoption *of electric vehicles in our service territory and provide customer charging options that* ***optimize the use of the grid*** *for the* ***benefit of all customers****.*

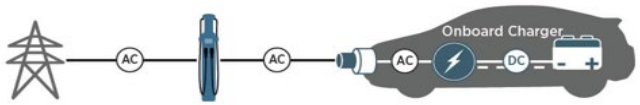
- **Rates**
- **Public Charging Station Support**
- **Trusted Advisor Role**
- **Education**

EV Charging Basics

	Level 1	Level 2	DC Fast Charging
Connector Type[1]	J1772 connector 	J1772 connector 	CCS connector  CHAdeMO connector  Tesla connector 
Typical Power Output	1 kW	7 kW - 19 kW	50 - 350 kW
Estimated PHEV Charge Time from Empty[2]	5 - 6 hours	1 - 2 hours	N/A
Estimated BEV Charge Time from Empty[3]	40 - 50 hours	4 - 10 hours	20 minutes - 1 hour[4]
Estimated Electric Range per Hour of Charging	2 - 5 miles	10 - 20 miles	180 - 240 miles
Typical Locations	Home	Home, Workplace, and Public	Public

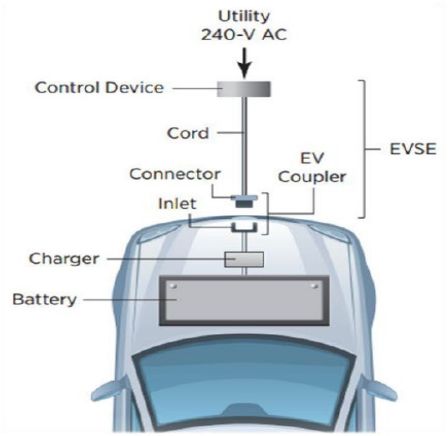
What Differentiates Level 2 (AC) and DC Fast Charging

Level 2 Charging
AC power is supplied from the charging station to the on-board charger, which supplies DC power to the battery.

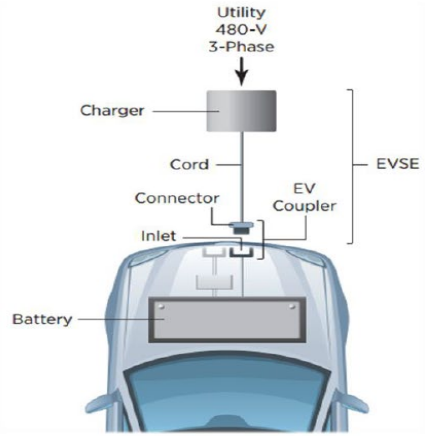


DC Fast Charging
The charger is off board the vehicle and supplies DC power directly to the battery.

AC LEVEL 1 or 2

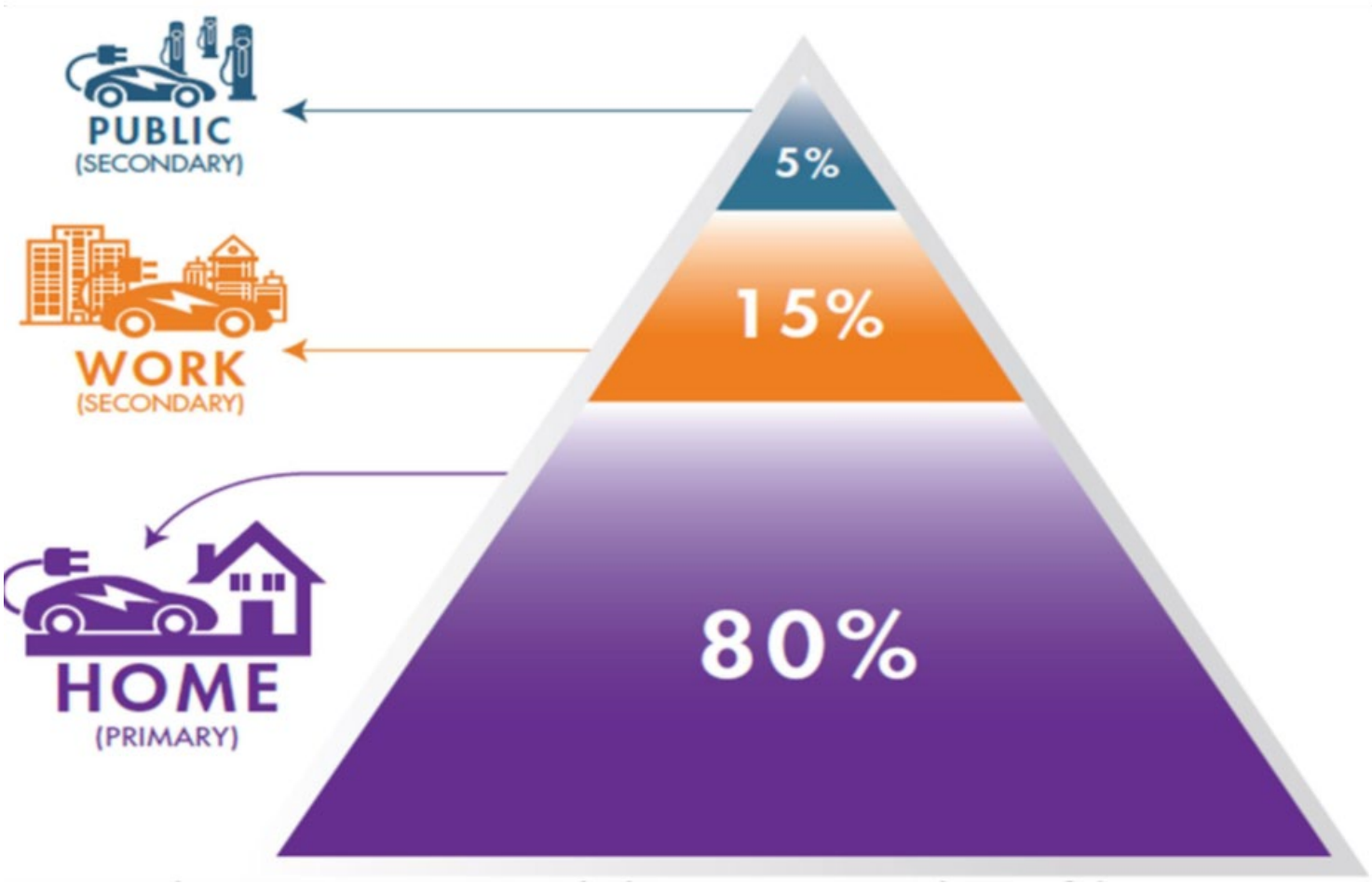


DC LEVEL 1-3



Source: U.S. DOT
Source: Chargepoint

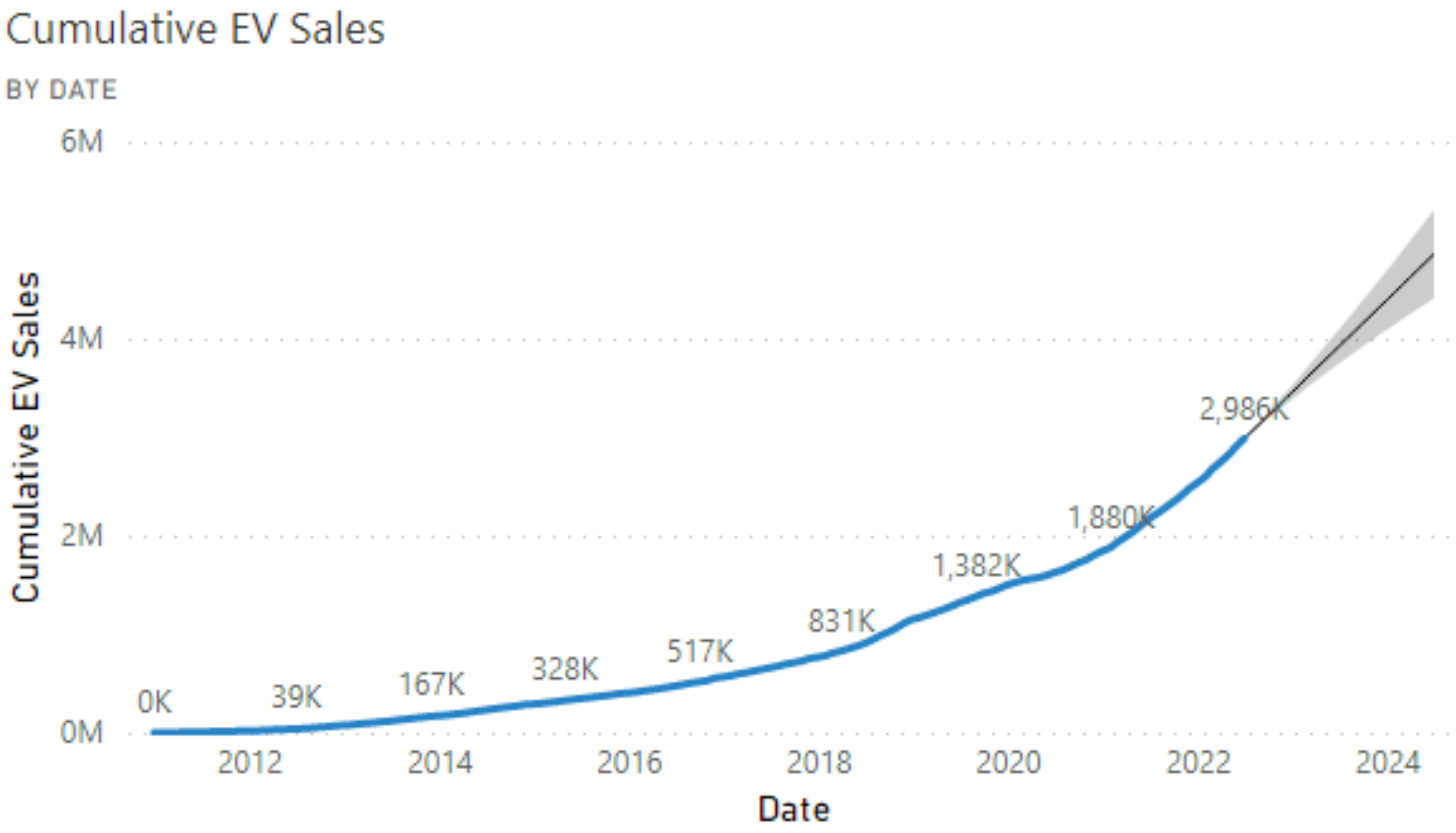
Charging Behavior



National EV Growth

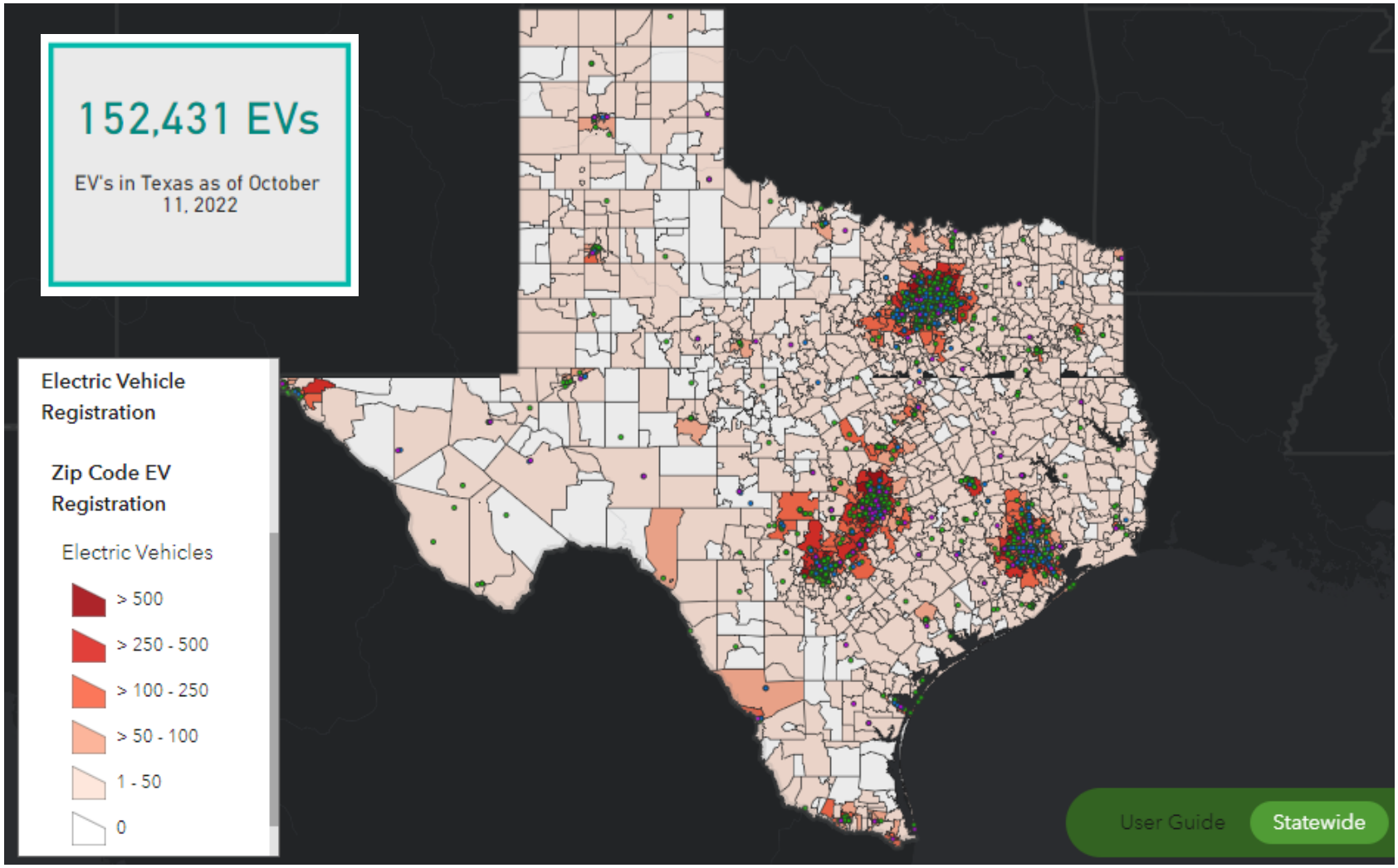
Cumulative Sales from 2011 to 2022

2,985,977	2,019,725	966,252	109 Mod...	28 Makes
EV Sales	BEV Sales	PHEV Sales	EV Models	EV Makes



Source: Atlas Public Policy

Electric Vehicles in Texas

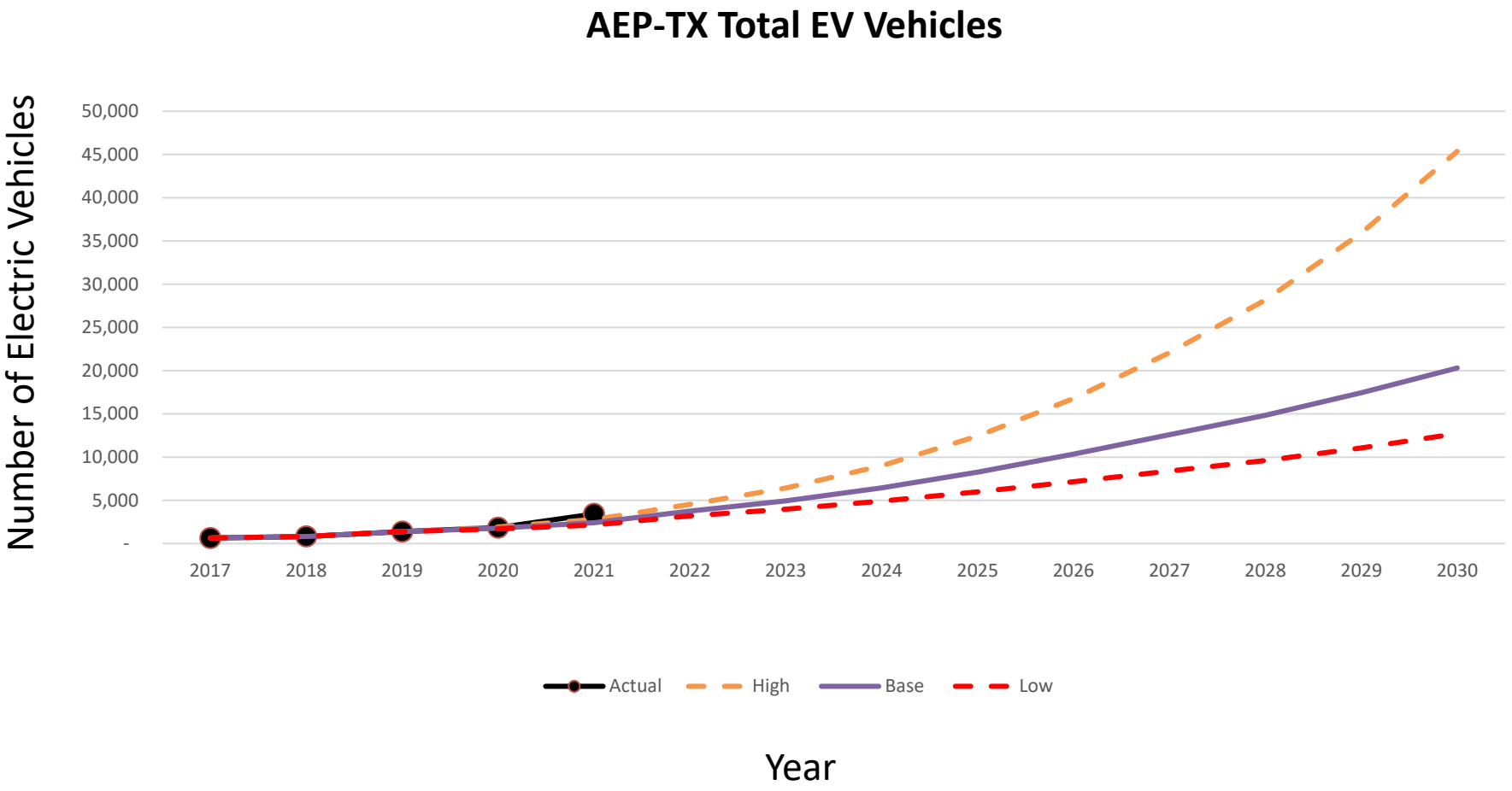


Source: DFW Clean Cities

AEP TEXAS
An AEP Company
BOUNDLESS ENERGY

Planning for EV Impacts

EV Projections for AEP Texas



EV System Impact Summary

- Growth in light-duty Electric Vehicles in AEP Texas is not expected to cause bulk system constraints.
- Localized upgrades may be needed in potential high EV concentration areas and residential premises adding level 2 chargers.
- Proactively planning for impact of EV Fleet Conversions.
- Direct Current Fast Chargers (DCFC)

Source: Electric Island: See First Charging Site Designed For Big Trucks (insideevs.com)

Modeling Impact of EV Fleets

Modeling

- Locate fleets in service territory.
- Understand the fleet operations and characteristics.
- Determine charging strategies and load.
- Compare against distribution system capacity.
- Reference historical demand information if available.

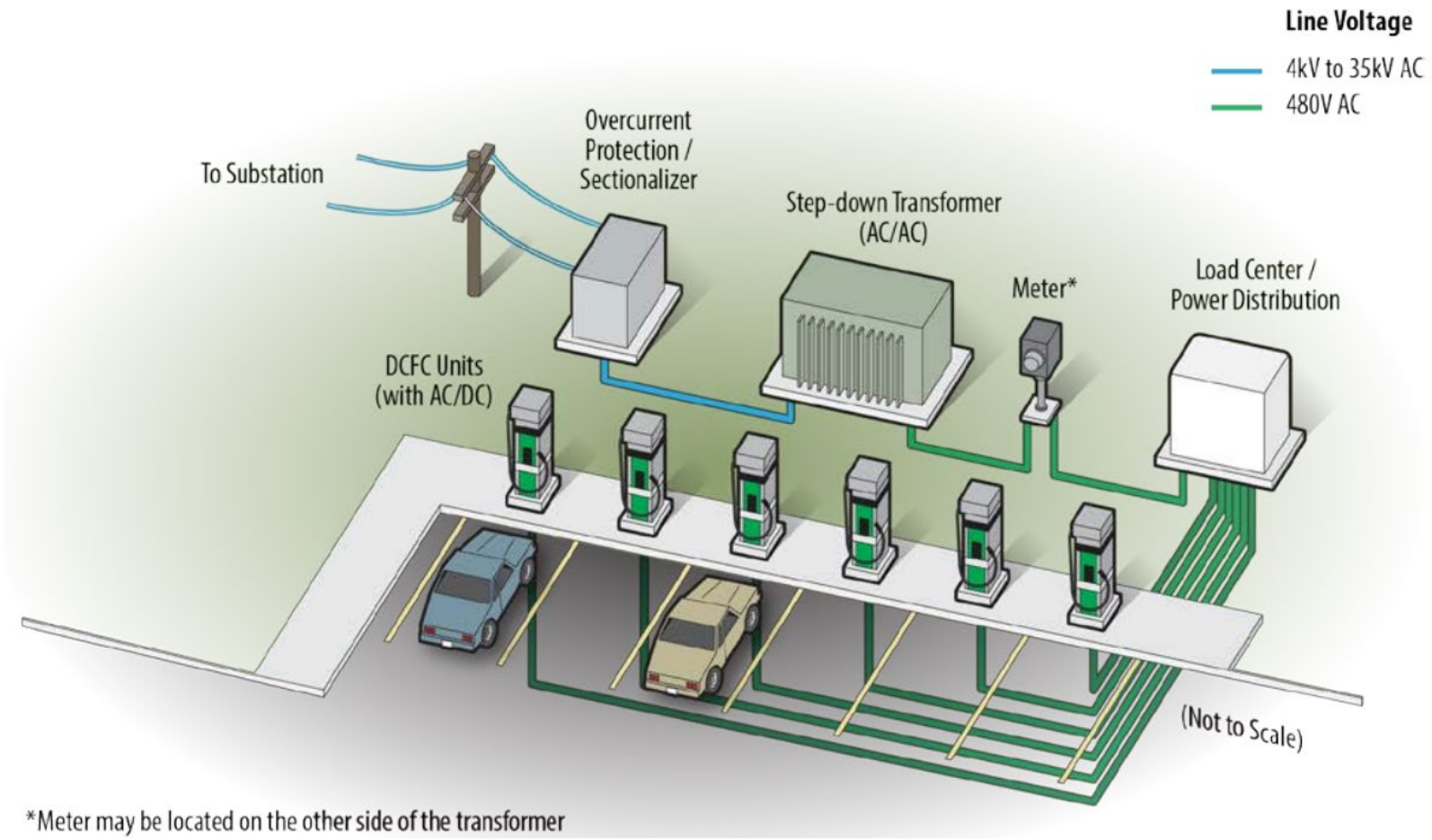
Goals

- Achieve assessment of distribution system impact of EV Fleets.
- Identify system infrastructure solutions for grid readiness.

Source: https://www.electrive.com/wp-content/uploads/2021/10/rivian-amazon-2021-01-min.png
Source: http://calenergycommission.blogspot.com/2019/08/energy-commission-funds-workforce.html

Charging Technologies

EV Direct Current Fast Charger



Source: Idaho National Labs, *Considerations for Corridor and Community DC Fast Charging Complex System Design*

EV DCFC Power Demand Comparison

Electric Vehicle Direct Current Fast Charger
Power Demand Range ~50kW – 350kW per charger
Average DCFC Station in AEP Texas ~500kW

Lowe's Home Improvement
~450 kW

Source: https://www.victoriaadvocate.com/news/business/best-hardware-store-lowes-home-improvement/article_ab27e18f-78d5-5531-9084-59412aaf91b6.html
Source: https://insideevs.com/news/354244/electrify-america-chargepoint-partner-public-charging/

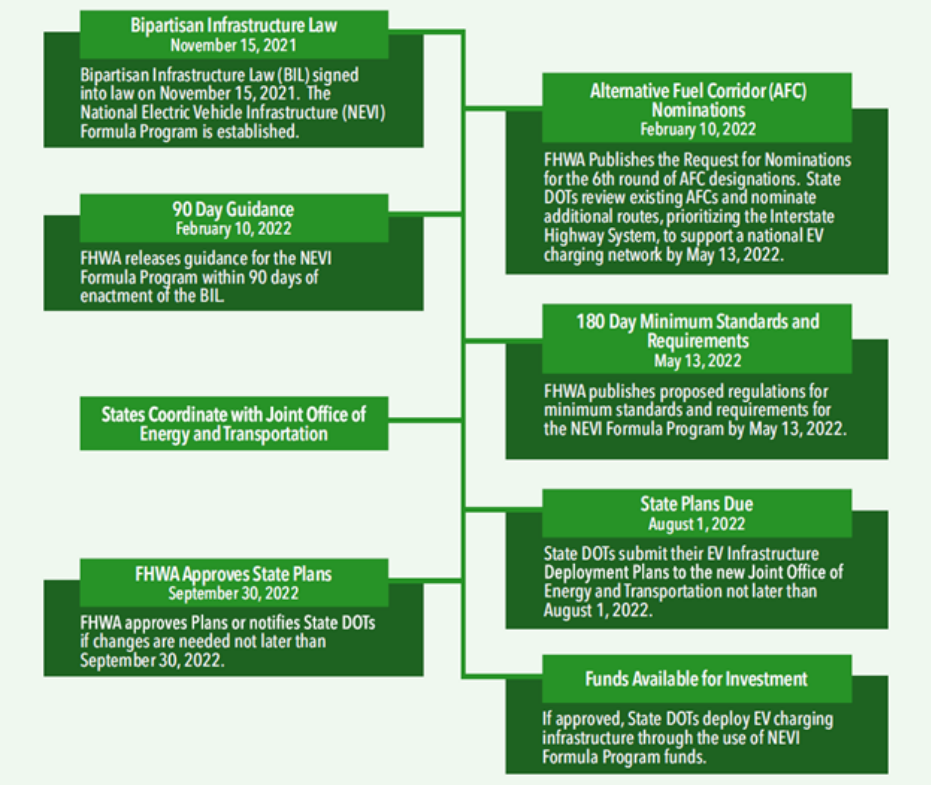
Infrastructure Investment and Jobs Act

Topic	Focus	Funds ($M)	Lead Agency (Support)	Eligible Entities
Charging / Fueling Infrastructure	ZEV charging infrastructure[1]	5,000	DOT (DOE)	States
	Clean fueling infrastructure	2,500	DOT (DOE)	States/Local Gov't; Metro planning agencies; Special Purpose Districts
Buses	ZEV school buses	2,500	EPA	States/Local Gov't; Busing Contractors; Bus or charger manufacturers
	Clean school buses	2,500	EPA	States/Local Gov't; Busing Contractors; Bus or charger manufacturers
	Clean transit buses	105	DOT	State/Local Gov't; Public or private non-profit bus agencies
Ports	Resiliency and electrification; Clean trucks/trains	2,250	DOT	Port operators
	Trucks: Reduction of truck idling/Port electrification	250	DOT (EPA)	Port operators
	Ferries	250	DOT	Port operators

ZEV charging infrastructure[1]	
State	Funds ($M)
AR	54
IN	100
KY	69
LA	73
MI	110
OH	140
OK	66
TN	88
TX	408
VA	106
WV	46
TOTAL AEP States	1,260
Total All States	5,000

Texas Electric Vehicle Planning

Timeline

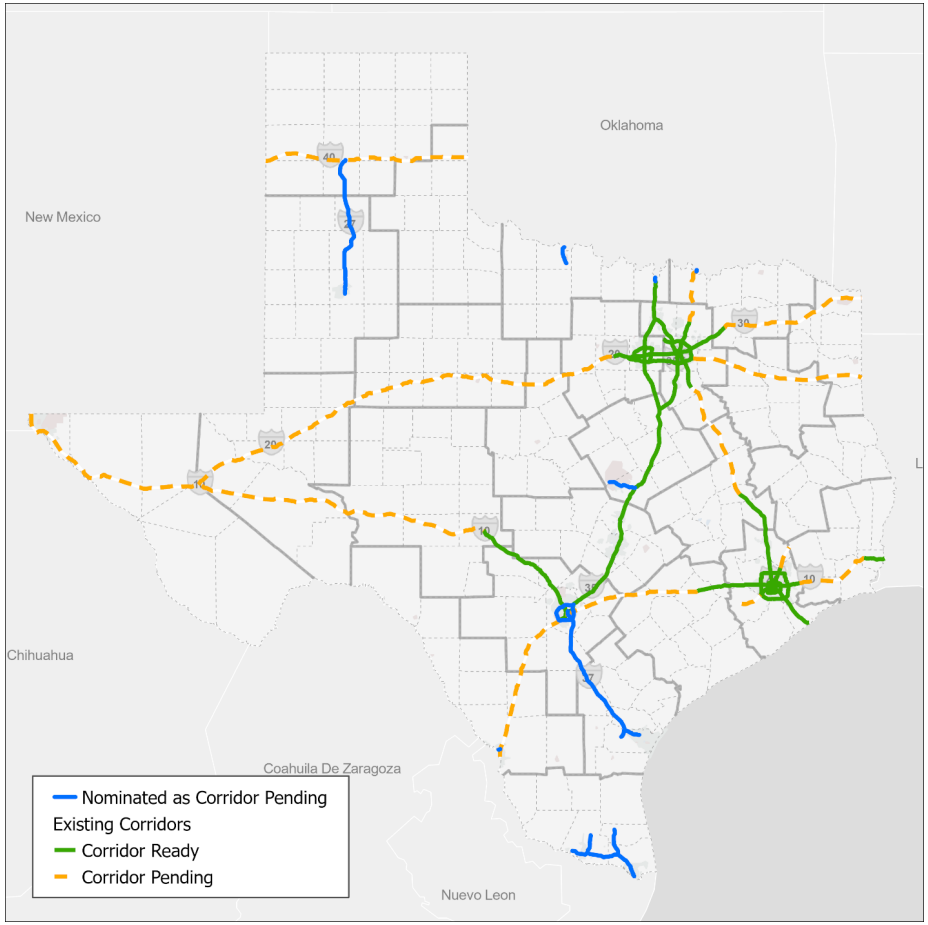


NEVI DCFC Criteria

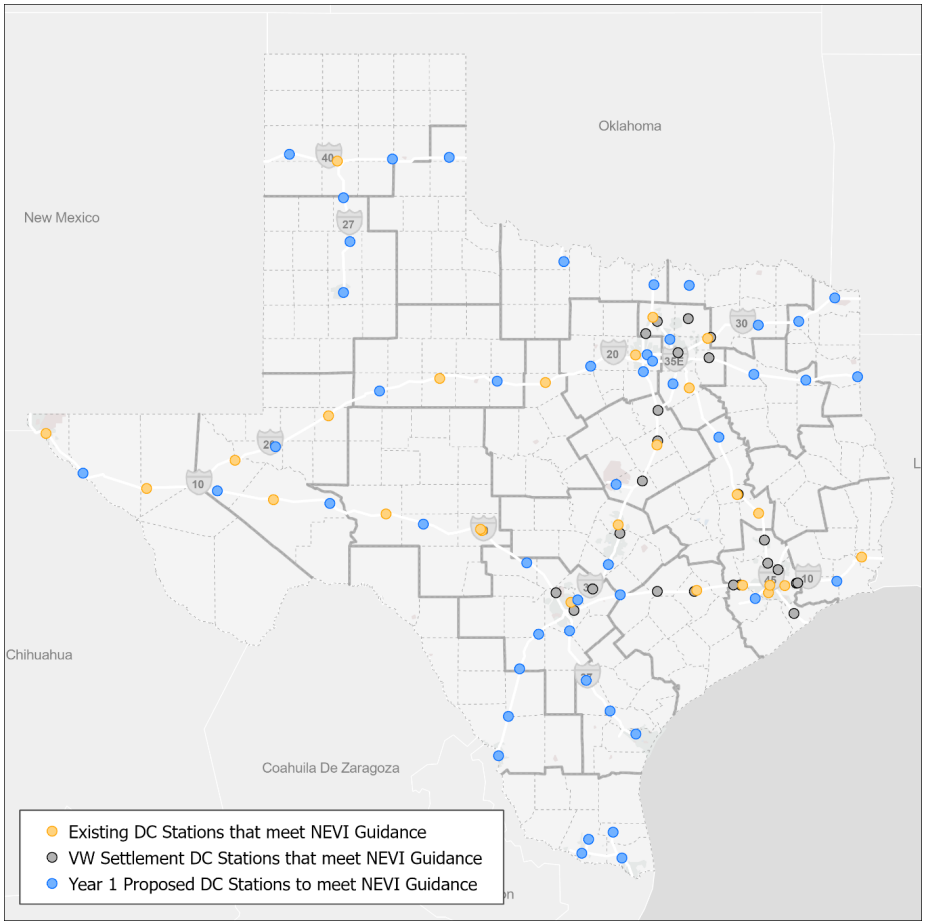
Corridor Ready	Corridor Pending
Public DC Fast Charging: • No greater than 50 miles between one station/site and the next on corridor. • No more than 1 mile from Interstate exits or highway intersections along the corridor. • Stations should include four Combined Charging System (CCS) connectors - Type 1 ports (simultaneously charging four electric vehicles). • Site power capability should be no less than 600 kW (supporting at least 150 kW per port simultaneously across 4 ports). • Maximum charge power per DC port should not be below 150 kW.	A strategy/plan and timeline for public DC Fast Charging stations separated by more than 50 miles. Location of station/site- no more than 1 mile from Interstate exits or highway intersections along the corridor.

Texas Electric Vehicle Planning

Alternative Fuel Corridor

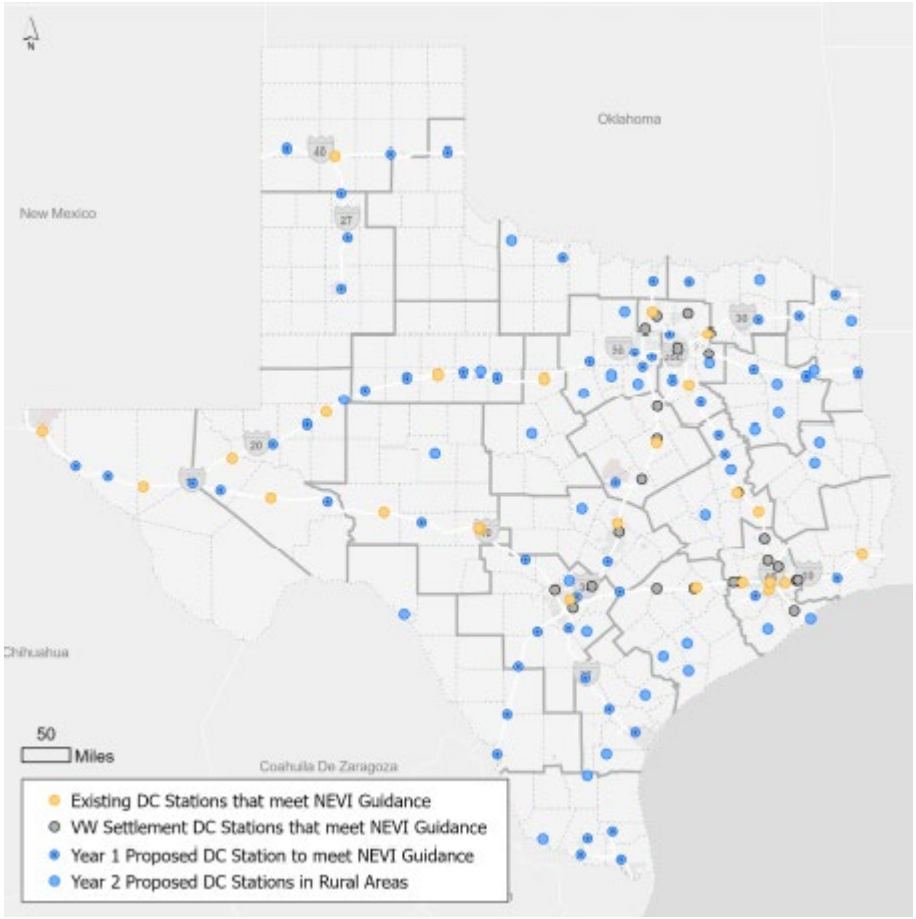


Year 1 Proposed DCFC

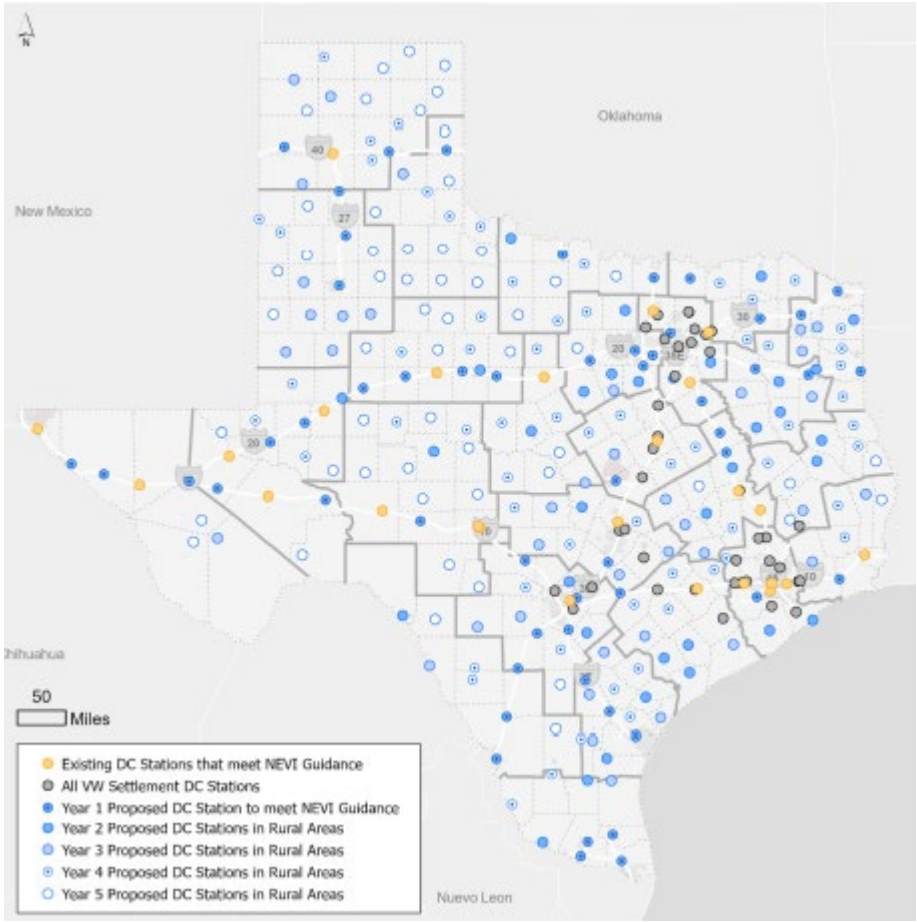


Texas Electric Vehicle Planning

Year 2 Proposed DCFC



Year 3+ Proposed DCFC



EV Strategy & Technology

Gricelda Calzada

Regulatory Pricing & Analysis Mgr

AEP TEXAS
An AEP Company
BOUNDLESS ENERGY

Advocates for Electric Transportation

Defining Value

5 Things Our Customers Expect

Reliable & Affordable Energy

We deliver energy products and services our customers can count on.

Customer Experience Commitment

We own customer experience and satisfation from start to finish.

Easy To Do Business With

We make it easy for customers to do business with us.

Effective Communication & Engagement Options

We use many approaches for responsive customer communications that are simple, personalized and useful.

Relevant & Personalized Offerings

We tailor products, services and experience our customers value.

AEP Texas Fleet Transition to Electric

- American Electric Power announced that it will accelerate its electric vehicle purchases with the goal of replacing 100% of its 2,300 cars and light-duty trucks with EV alternatives by 2030

Improve Public Charging

Electric Highway Coalition

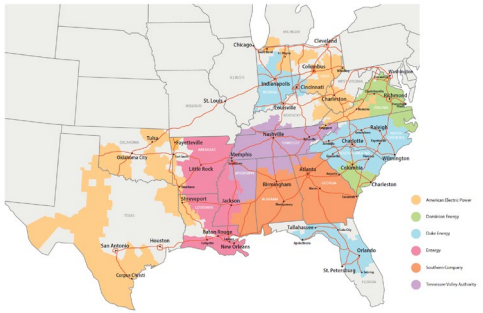
WHAT

A collaboration among partner utilities to enable light-duty EV long-distance travel for our customers by addressing gaps along major transportation corridors in our respective service territories.

HOW

Partner utilities will collaborate to leverage and complement existing corridor fast charging locations and avoid duplication.
Partner utilities will ensure deployments provide a positive customer experience for long distance travel.

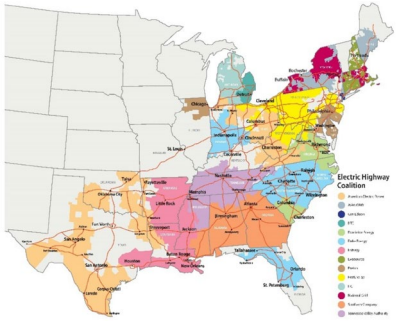
March 2021



Initial Formation

AEP conceptualizes the Coalition and solicits five other major utilities with adjoining territories

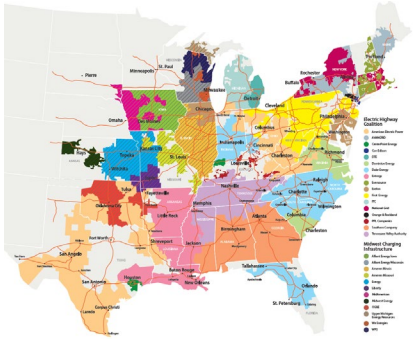
July 2021



Grow Coalition

AEP leads the doubling of the EHC members to 14 utility members serving 60M+ customers across 30 states

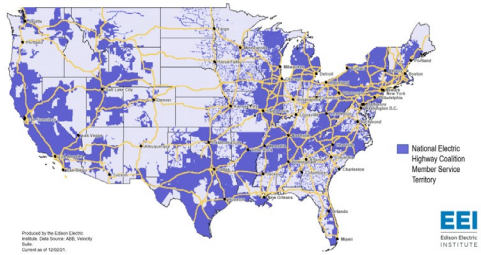
September 2021



Merger

AEP coordinates with Ameren (lead of the Midwest Collaborative) to merge the two Coalitions

December 2021



Going National

AEP and Ameren orchestrate for EEI to expand into the *'National Electric Highway Coalition'*

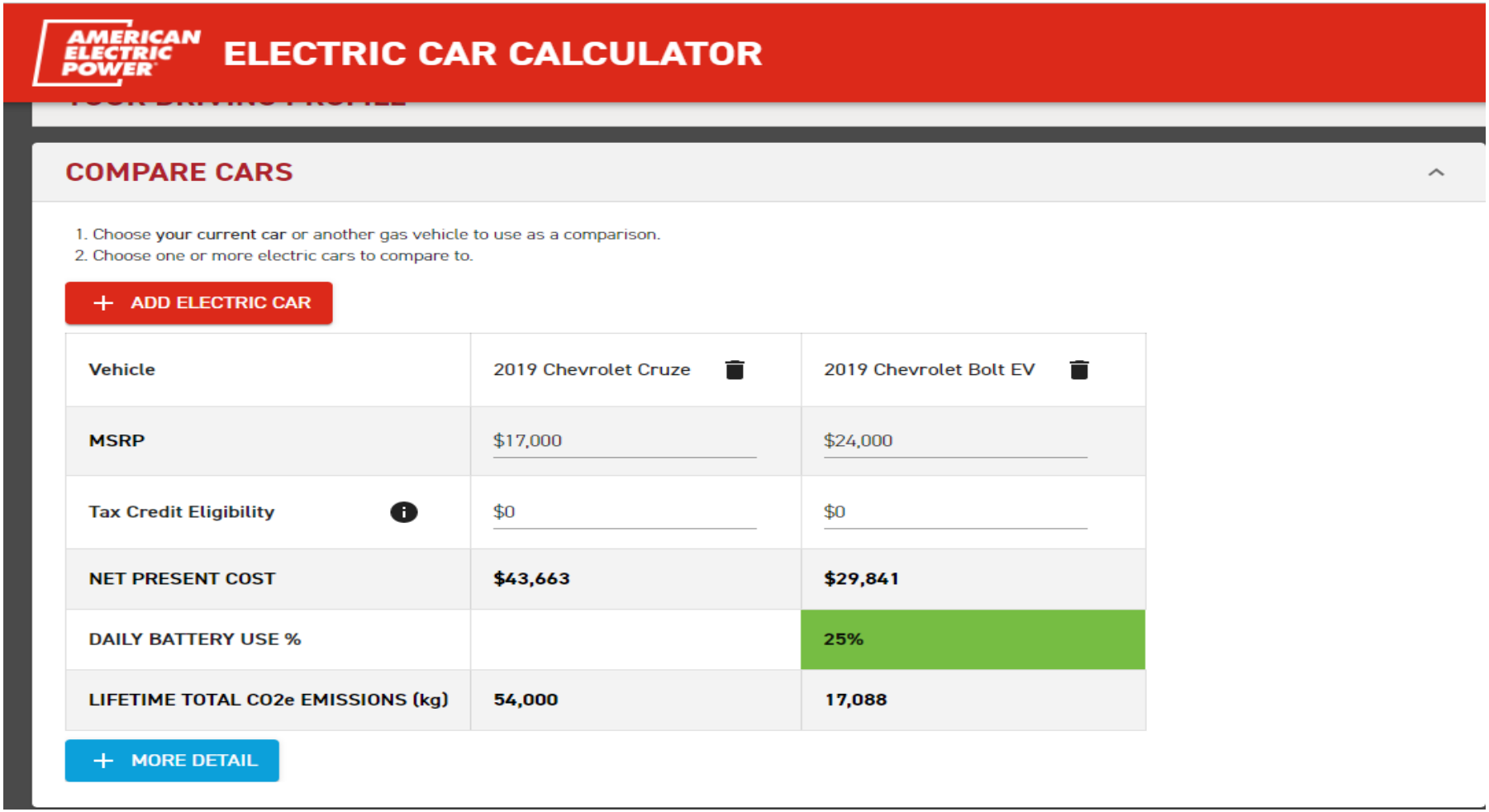
Education and Outreach

Education and Outreach

- Contact us: pev@aep.com

Learn more about the benefits of electric vehicles at https://aeptexas.com/save/residential/ElectricVehicles/.

Electric Car Calculator

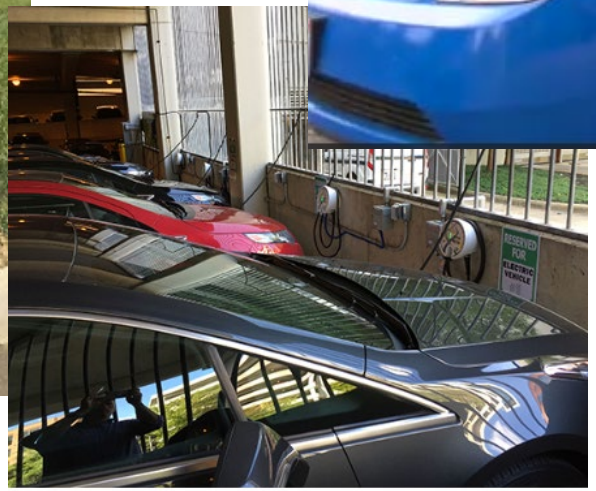


Education and Outreach

City of McAllen
Bus Terminal Visit

City of San
Angelo Charging
Station

Education and Outreach



TCEQ Grant Programs

- Texas Commission on Environmental Quality (TCEQ) was selected as lead agency responsible for the administration of funds received from the Volkswagen State Environmental Mitigation Trust. www.tceq.texas.gov/agency/trust

- There are currently no active grant programs available.

Challenges

- EV infrastructure in under served or low-income areas (Supplier Of Last Resort)
- Location of EVs
- Legislative changes regarding EV registration fees

AEP TEXAS
An AEP Company
BOUNDLESS ENERGY

Questions

It’s Lunch Time!!!!!!

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

DER Update

David Vignes

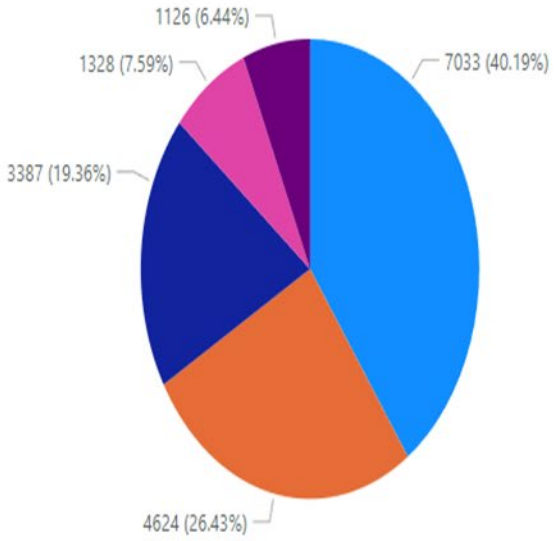
Alternative Energy Manager

Rosalba Epps

Alternative Energy Coordinator

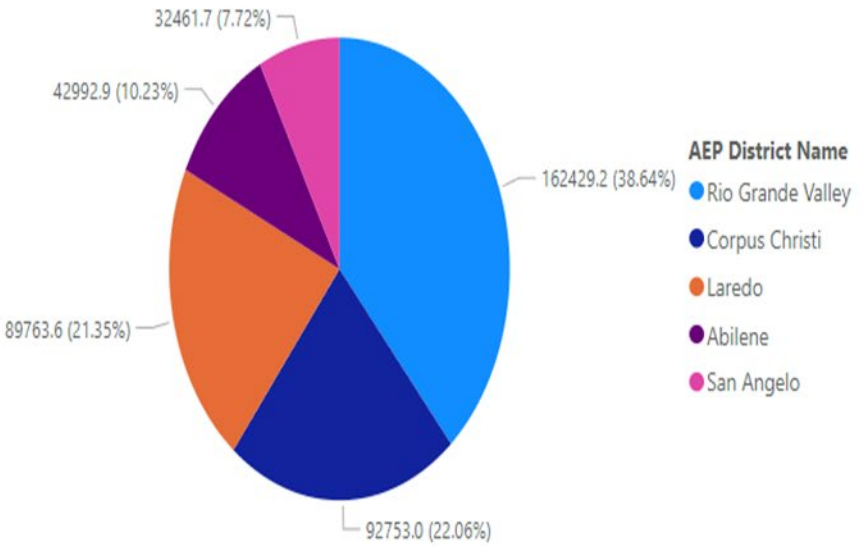
DER Residential & Small Commercial Historical Data

Project Count by AEP District



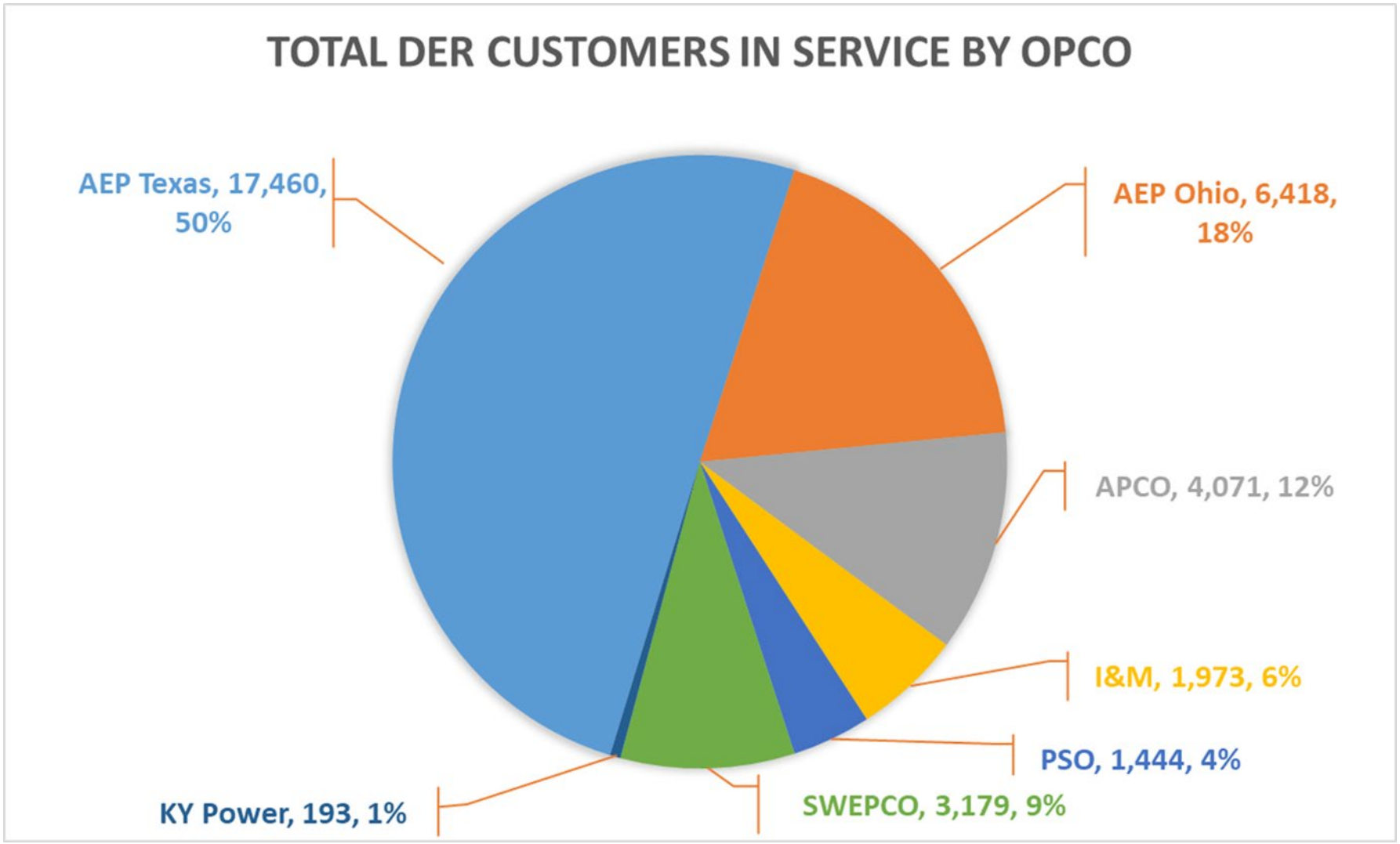
AEP_District_Name	Count of Project Number
Rio Grande Valley	7067
Laredo	4640
Corpus Christi	3405
San Angelo	1332
Abilene	1126
Total	**17570**

Total System Capacity (kW-AC) by AEP District



AEP_District_Name	Sum of Total System Capacity (kW-AC)
Rio Grande Valley	162,429.15
Corpus Christi	92,752.99
Laredo	89,763.64
Abilene	42,992.88
San Angelo	32,461.66
Total	**420,400.33**

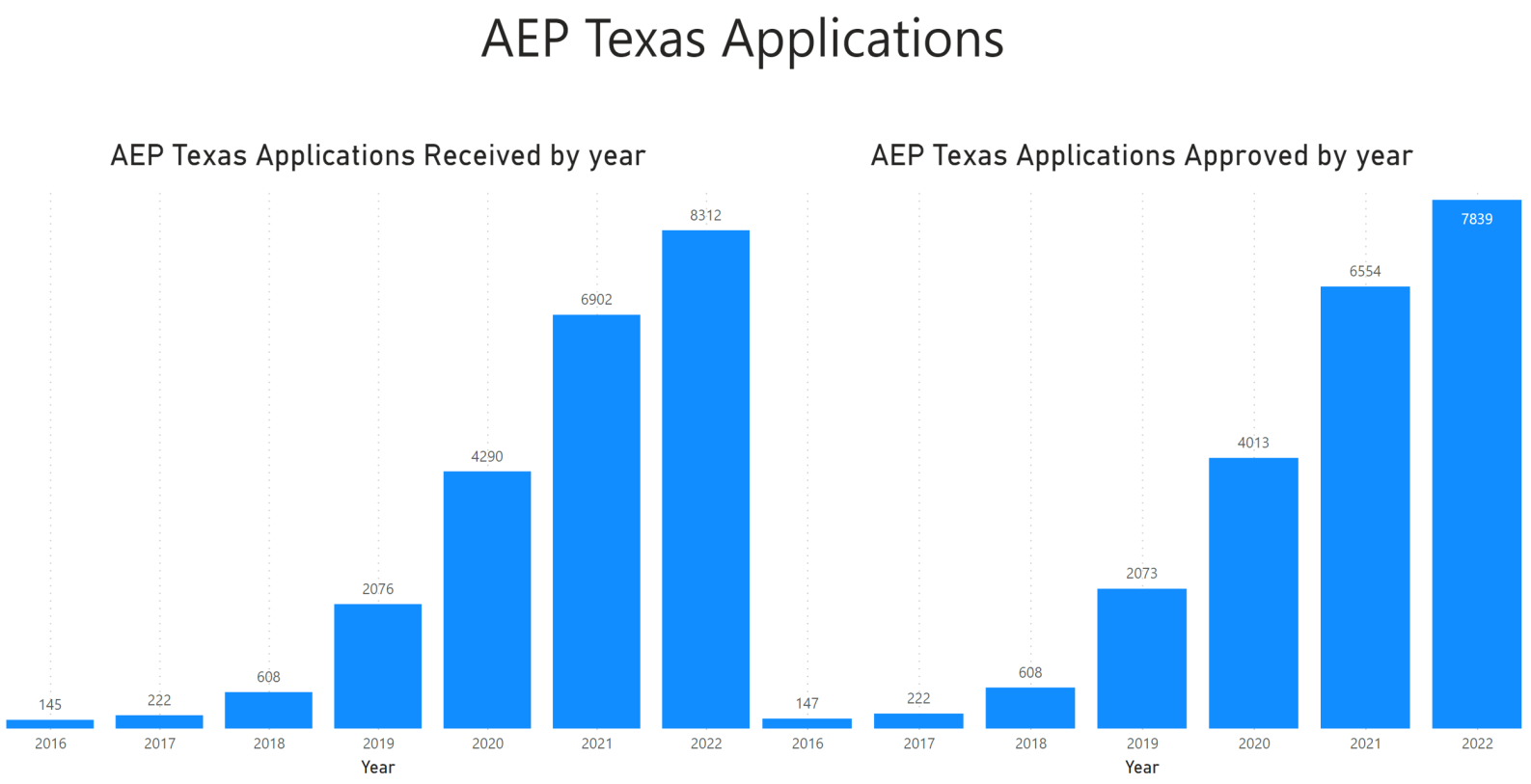
DER Installations by Operating Company



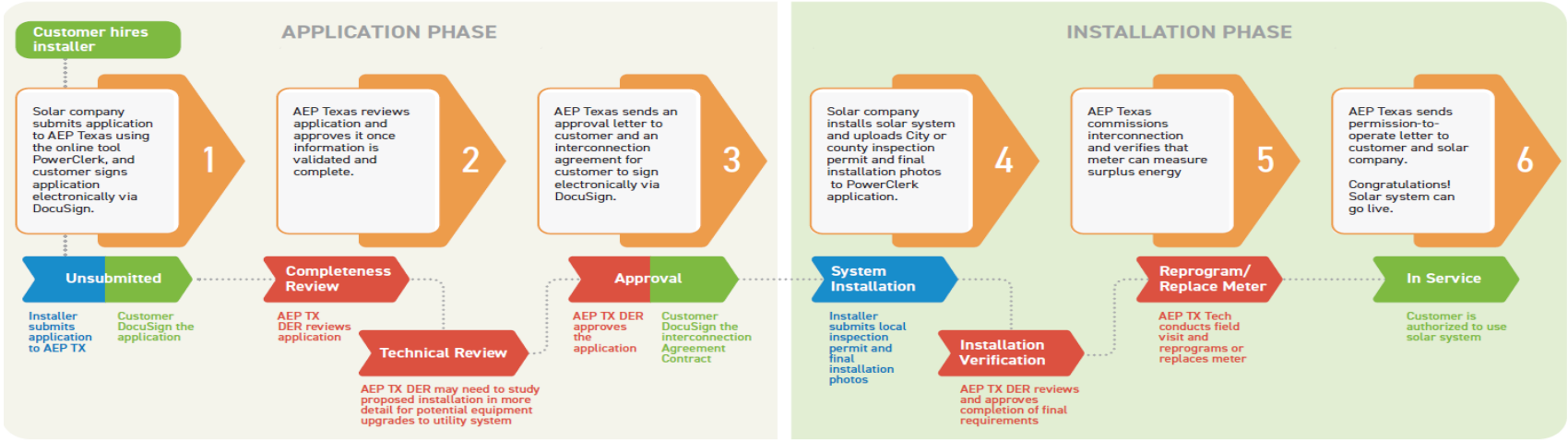
DER Installations by Operating Company

Jurisdiction	In Service Customers	Distributed Generation (DG)				Energy Storage (ES)	
		Solar	Wind	Natural Gas	Other	Stand-Alone ES	DG + ES
AEP Texas	17,460	17,208	133	69	27	23	507
AEP Ohio	6,418	6,307	88	10	10	3	698
APCO	4,071	4,014	29	7	18	3	756
I&M	1,973	1,919	42	4	8	0	340
PSO	1,444	1,437	1	2	4	0	64
SWEPCO	3,179	3,167	2	3	4	3	79
KY Power	193	192	0	0	1	0	42
AEP	**34,738**	**34,244**	**295**	**95**	**72**	**32**	**2,486**

AEP Texas Applications by Year

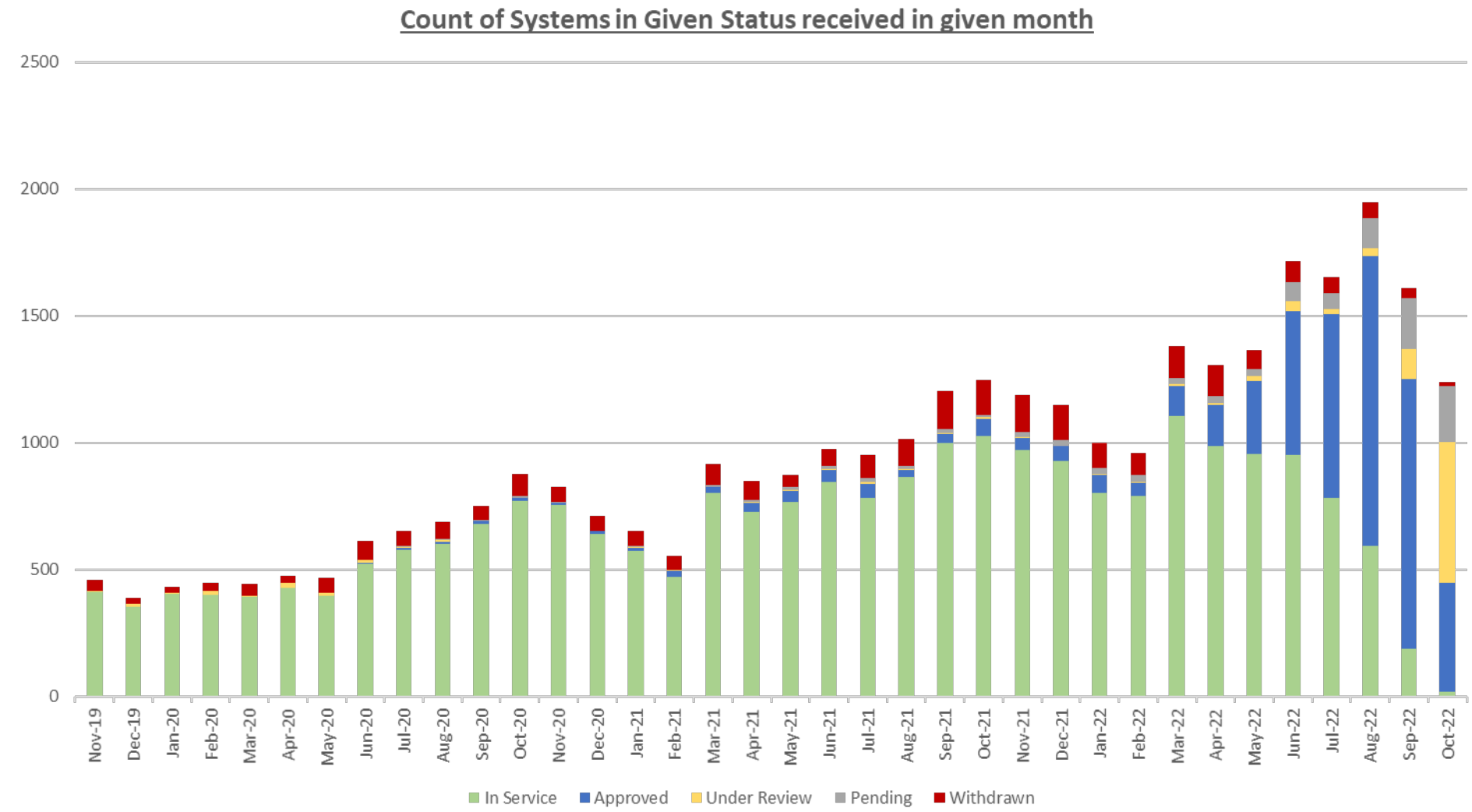


AEP Texas Interconnection Process



Averages for Applications submitted in 2022	
Milestone	**Average (days)**
Receive App	8.79
Verify App	15.19
Approve App	1.40
Sign IA	10.82
Install DER	28.61
Verify Install	5.40
Put In Service	6.25
Total Time From Submission to In Service	**76.46**
Total time in Customer's hands	48.22
Total Time in AEP Texas' hands	28.24

DER Project Status by Month



Questions

Welcome to the 2022 AEP Texas Competitive Retailer Relations Workshop

November 2, 2022

REP Desk, Usage Hub & Marketrak

Mike Fracassi

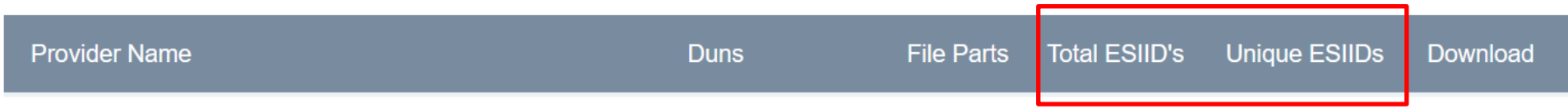
IT Manager

Ashwin Kamath

Business Analyst Principal

REP Desk – Customer Lookup

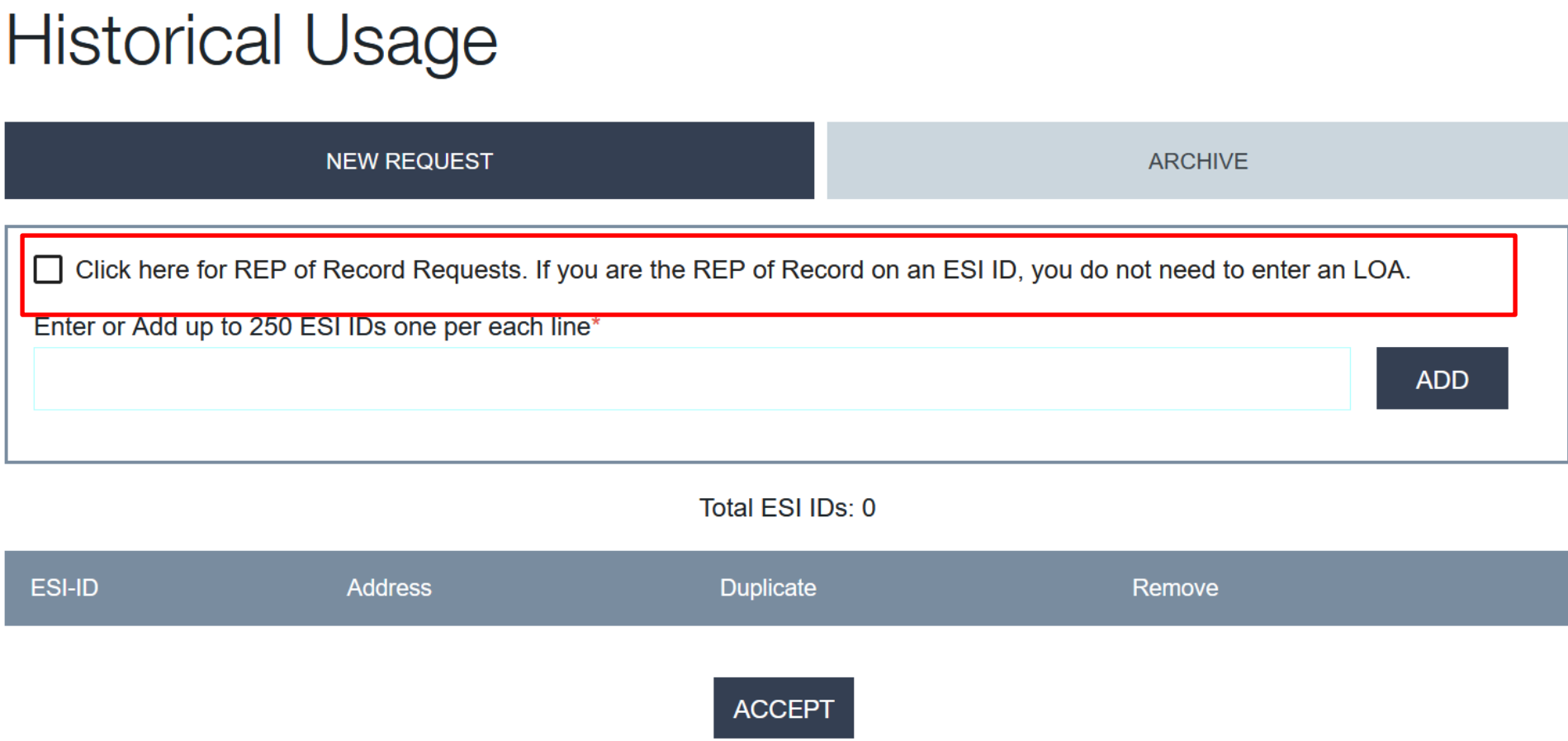
- Customer Lookup – Reports now display Unique ESI ID count
  - A new column under Customer Reports to distinguish Total ESI IDs from Unique ESI IDs to give an accurate count of accounts per REP



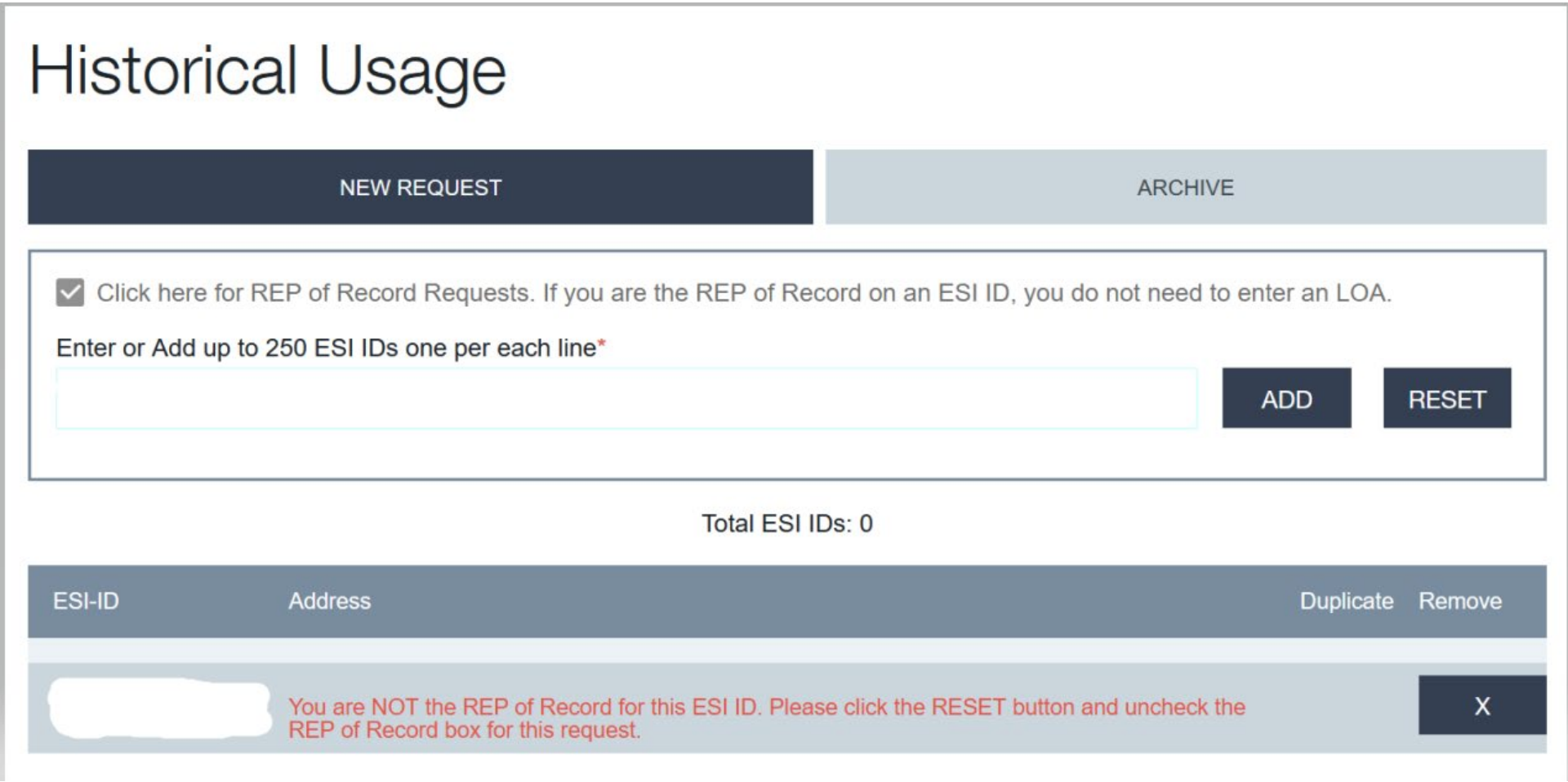
REP Desk – Historical Usage Requests

- **When submitted by a REP of Record**, Historical Usage requests no longer require an LOA
  - Non REPs of Record can still request HU, but REP Desk will require an LOA for request to be submitted
  - Updated queries to return Historical Usage results quicker to the requester

REP Desk – Historical Usage Requests

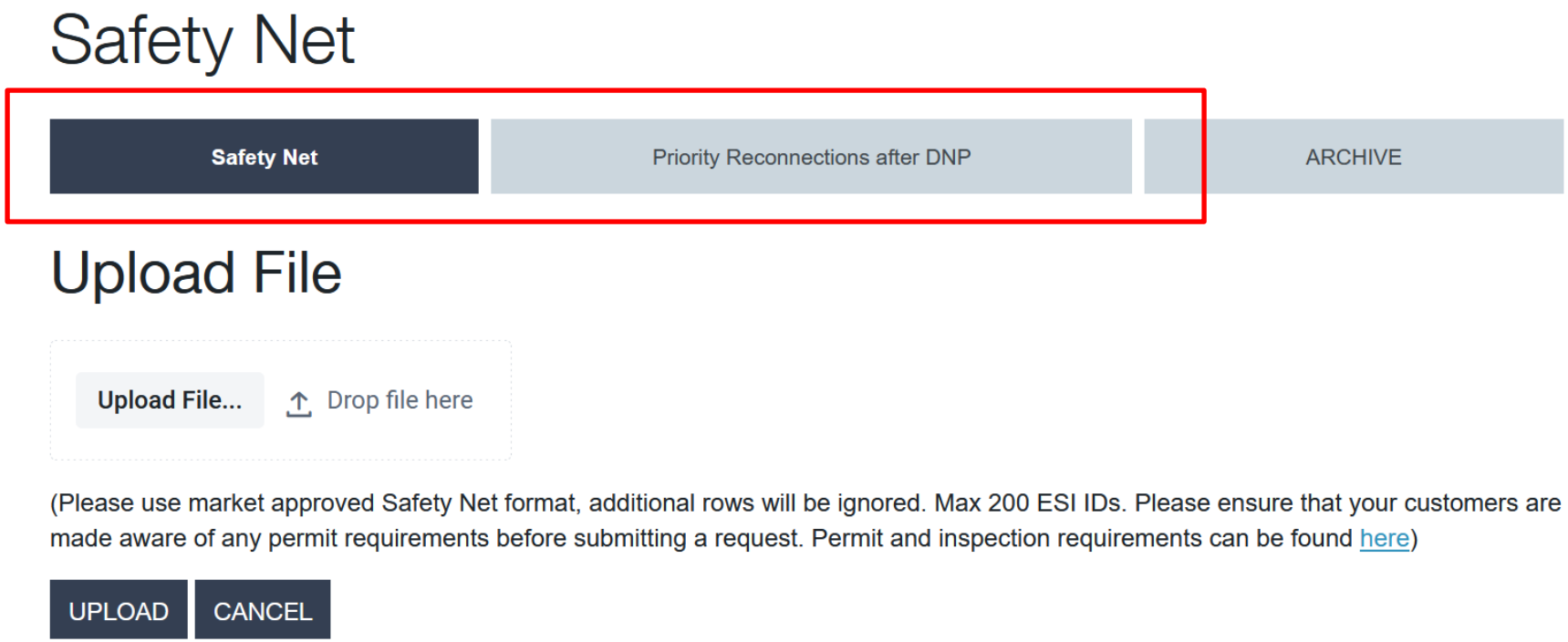


REP Desk – Historical Usage Requests



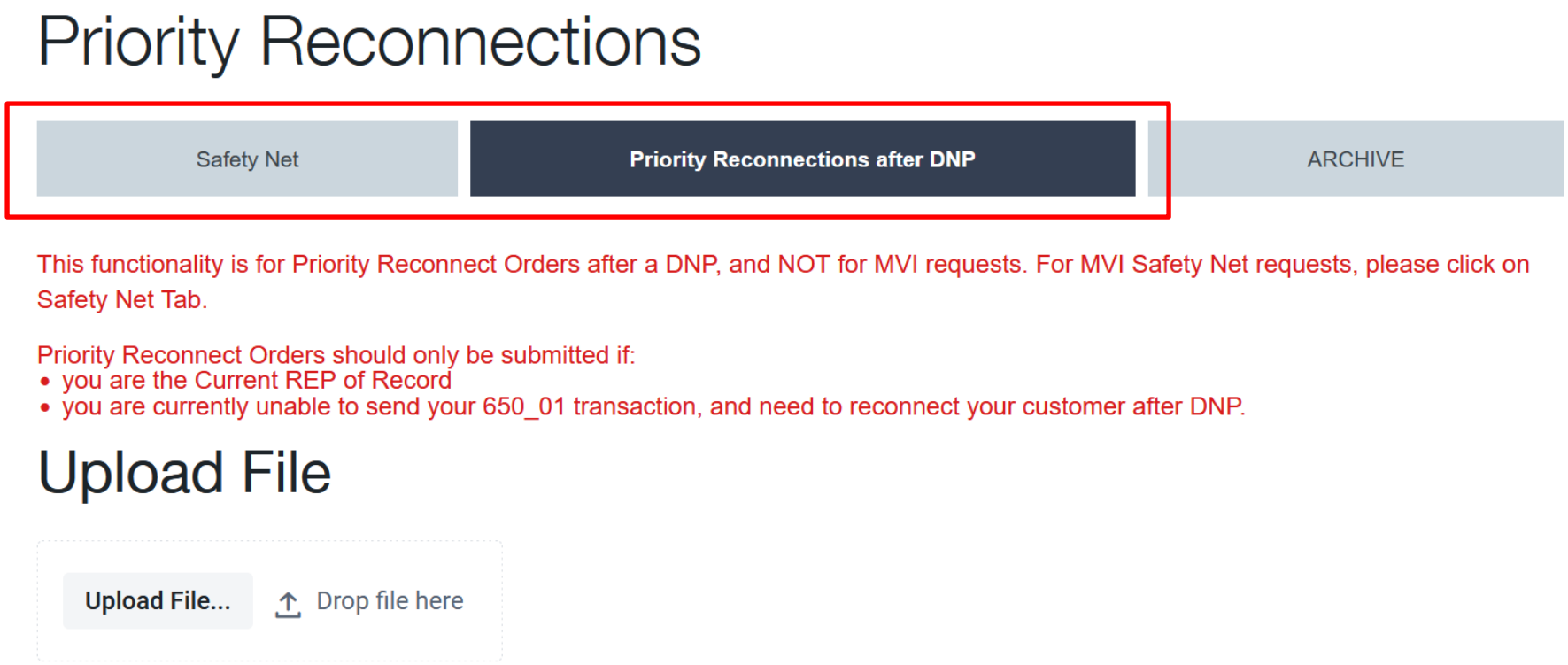
REP Desk – Safety Net

- Upcoming changes to distinguish Safety Nets & Priority Reconnections after DNP



REP Desk – Safety Net

- Priority Reconnections after DNP can be requested in a new tab



Usage Hub – New Login function

- This project will implement a 3rd party vendor to replace existing user tool for Texas CRR applications. In addition to improving resilience, this enables AEP to provide a modern customer experience with features like multifactor authentication and social login
- Usage Hub will be implemented first, followed by REP Desk

MT Relay - Marketrak API Implementation

- Utilized ERCOT's Marketrak API to automatically note all incoming marketraks
- Upcoming changes – fully automated Switch Hold Removal conforming to market rules. This will allow market specialists and REPs to better serve customers looking to switch in a timely fashion

Questions


AEP Texas Wishes Y'all a Safe Trip Home
November 2, 2022