

Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023





Welcome

Jesse Macias


Manager, Competitive Retailer Relations



Welcome

Judith Talavera

AEP Texas President & COO



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Safety Contact

Melinda Earnest

Account Executive Competitive Retailer Relations



AEP Texas

GROW WITH US

Chad Burnett

Vice President, Regulatory & Finance

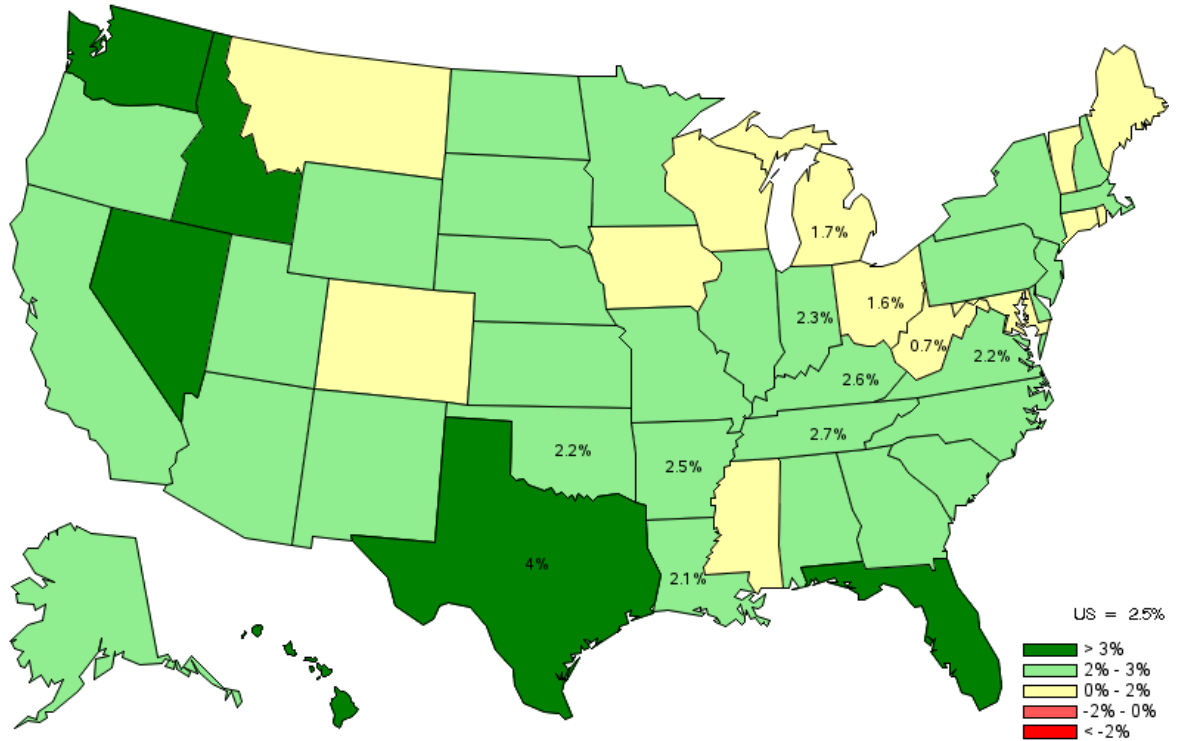
November 2023



2023 Job Growth by State

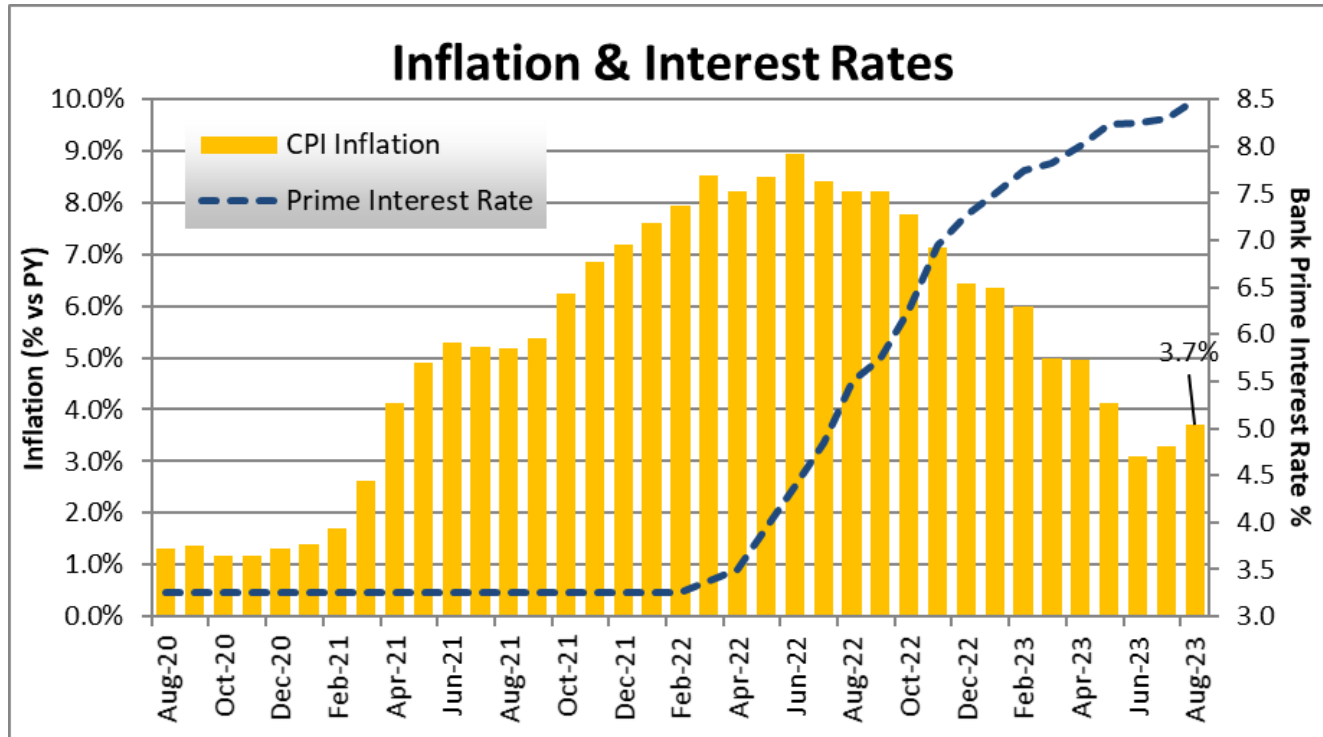
Top 5 States Non-farm Employment Growth

<u>Rank</u>	<u>State</u>	<u>YTD Growth</u>
1	Nevada	4.5%
2	Texas	4.0%
3	Florida	3.8%
4	Washington	3.2%
5	Idaho	3.1%

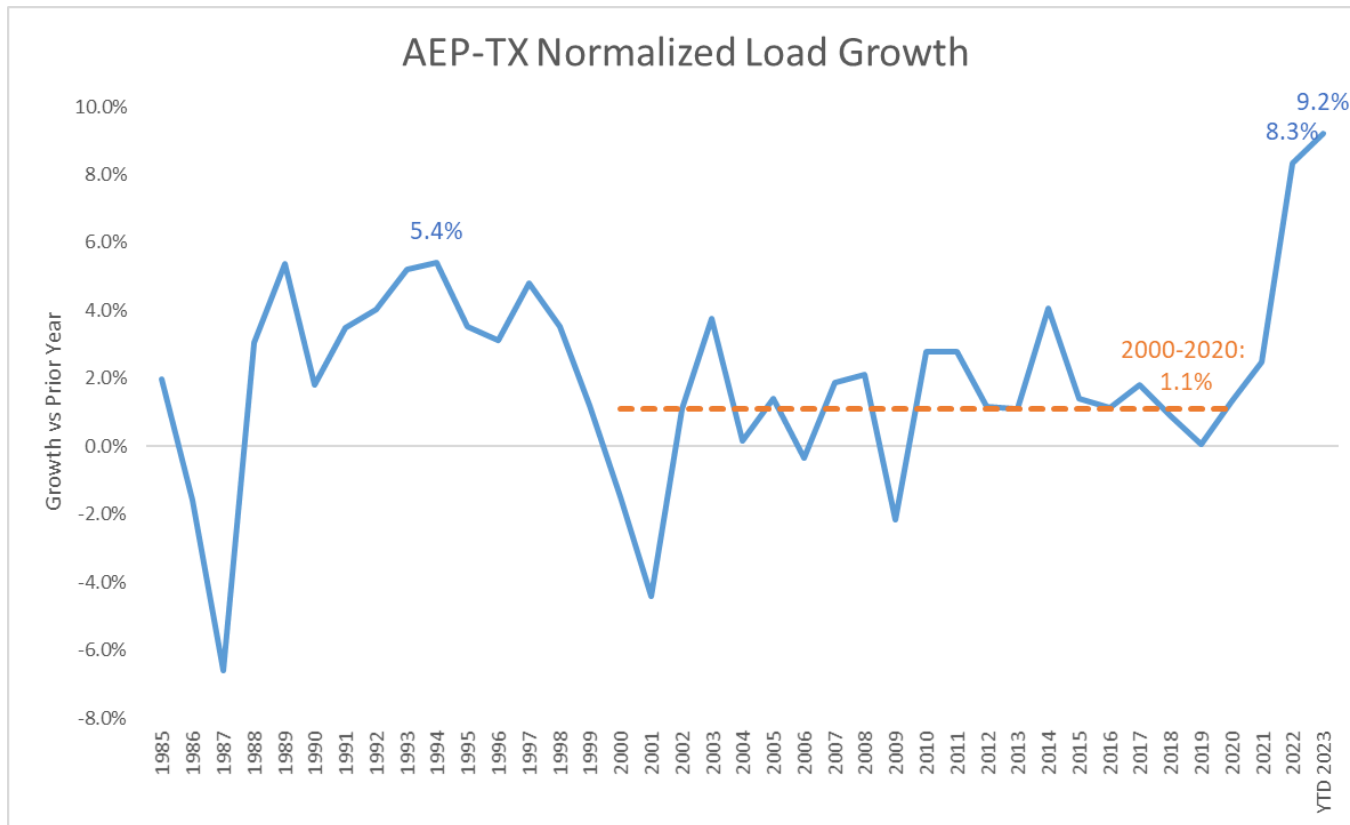


Source: Moody's Analytics

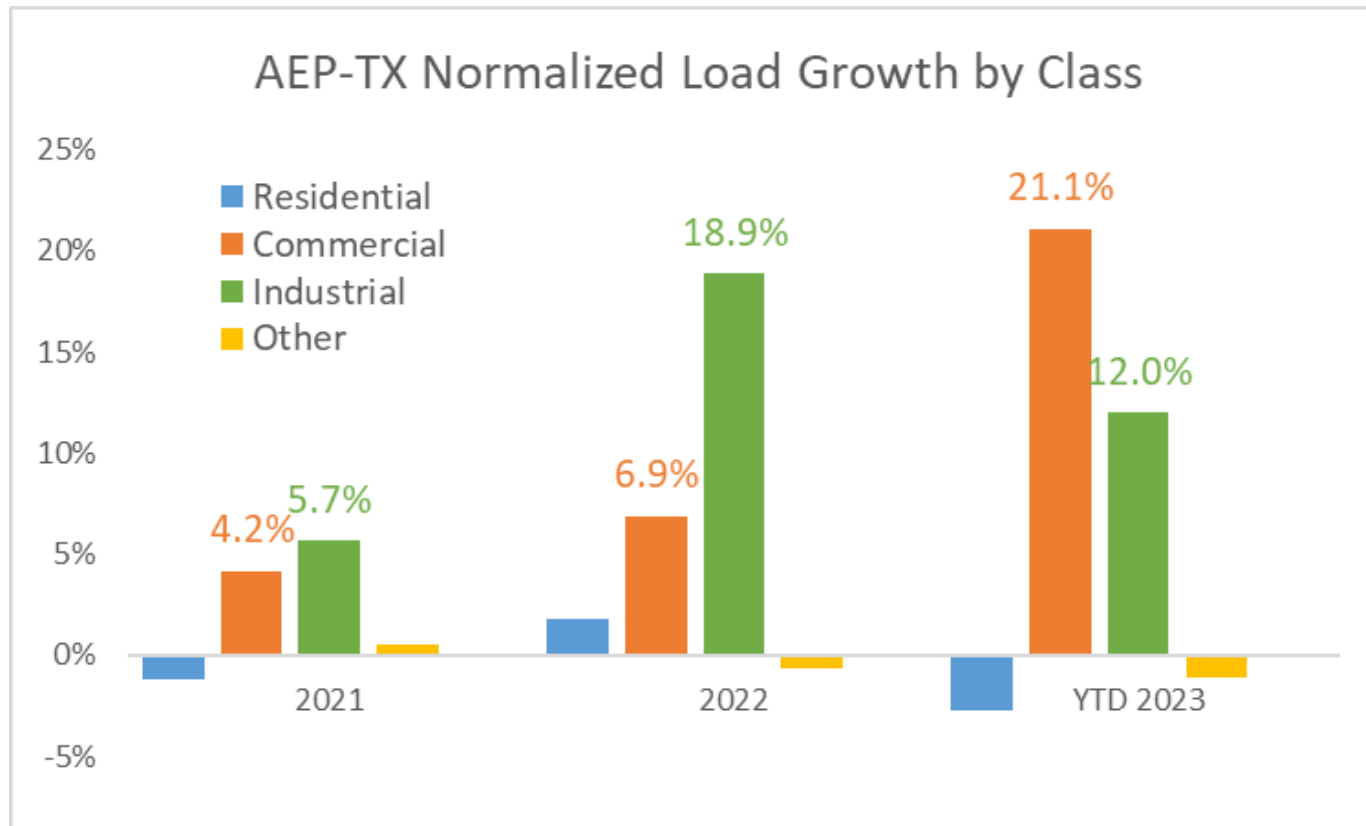
Fed's Monetary Policy Impacting Borrowing Costs



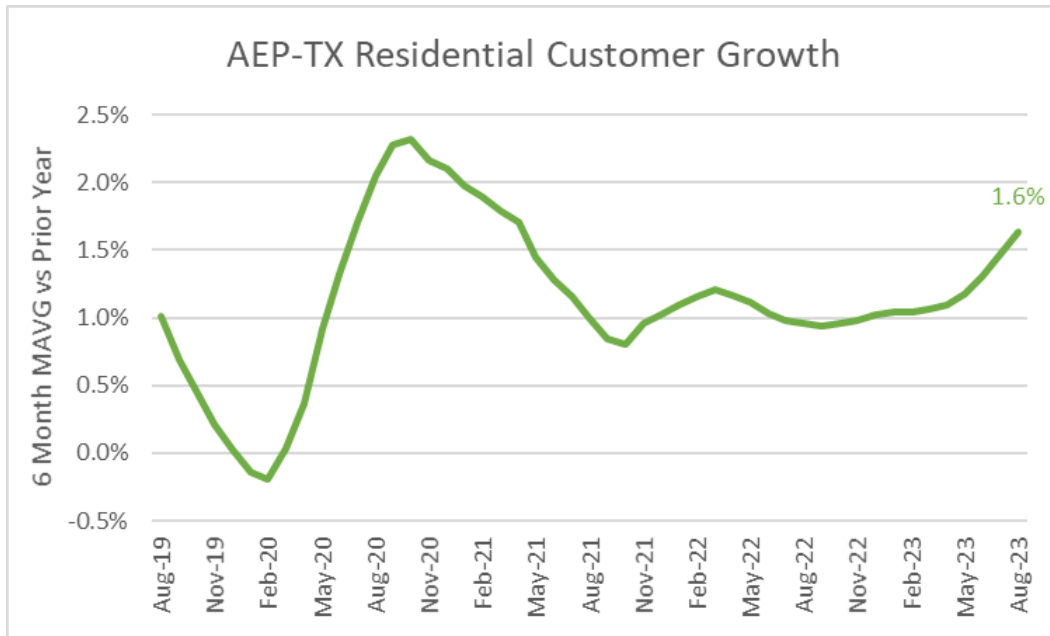
AEP-TX Record Setting Load Growth...



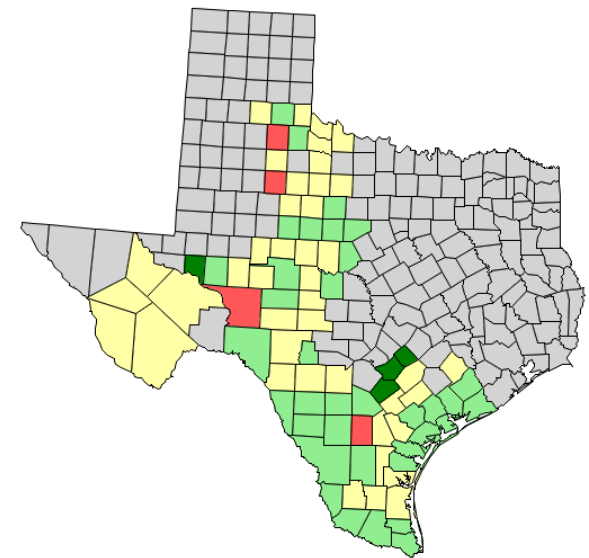
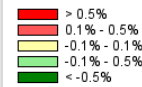
...Primarily the Commercial & Industrial Classes



Recent Customer Trend Starting to Accelerate



AEP-TX Residential Customers Year-to-Date Growth 2023




AEP Texas Legacy of Growth Continues

- AEP Texas has consistently been the fastest growing operating company in the AEP system.
- Drivers for growth include:
 - Favorable demographics (e.g. population growth, labor force, etc.)
 - Favorable business environment (e.g. lower taxes, targeted incentives)
 - Favorable locations (e.g. Permian/Eagle Ford shale regions, Coastal Bend area, Laredo now busiest US port city, Rio Grande Valley)
 - Emerging industries (Hydrogen Hub, EV manufacturing, Renewables, etc.)
- The AEP-TX service territory is well-positioned for future economic growth.



QUESTIONS?





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2023 Competitive Retailer Survey Results

Mark Hunt

Account Executive Competitive Retailer Relations



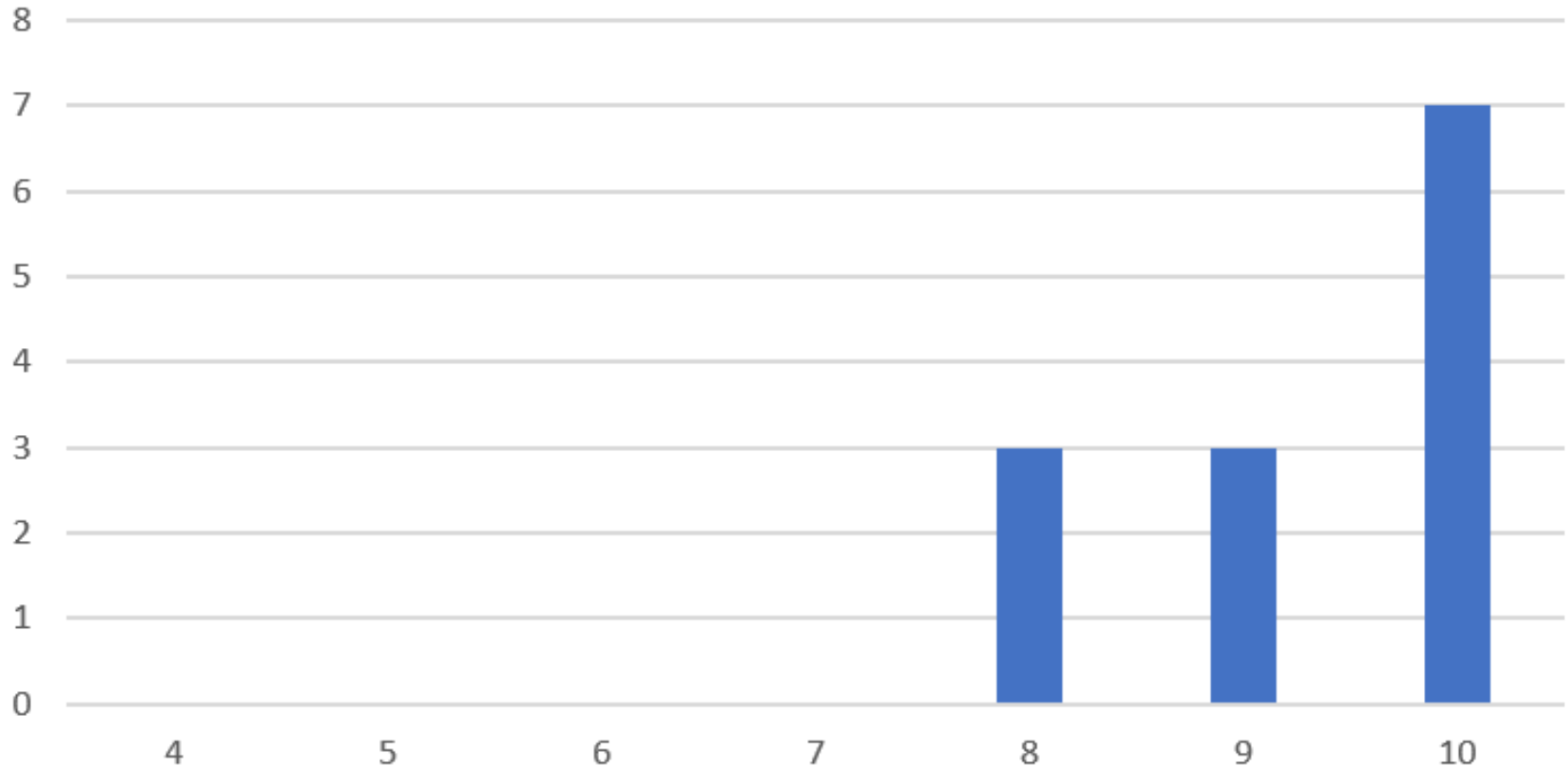
2023 Competitive Retailer Survey Results

- **Surveying CRs for 20 years**
- **Data collection began on September 6th and concluded September 29th**
- **Encourage Comments and Feedback**
- **Participation – 13 Respondents in 2023 Survey**
 - 2022 Survey – 20 Respondents
 - 2021 Survey – 13 Respondents



2023 Competitive Retailer Survey Results

Overall, how would you rate the general performance of AEP Texas? - *Avg. = 9.31*





2023 Competitive Retailer Survey Results

Look for opportunities to excel in CR customer service. Communicate with us and make the ways we service our customers easier not more difficult.

Continue to refine market notices and improve timeliness.

AEP's account managers and market specialists set the standard for excellent service.

*Mark is great.
Knowledgeable and
very responsive.*

Continue to lead and not settle. AEP while small should be innovative in their approach and challenge status quo.

Changing the portal so the password doesn't automatically reset after 90 days without an e-mail notification is something I'm very excited about...



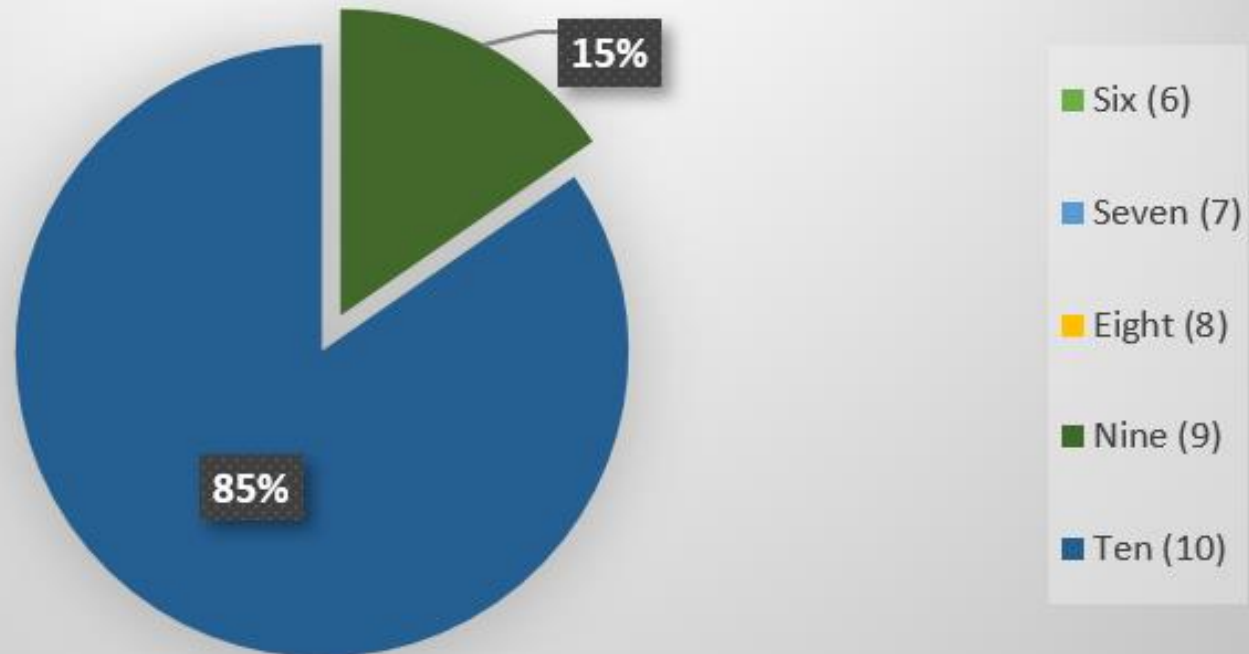
2023 Competitive Retailer Survey Results





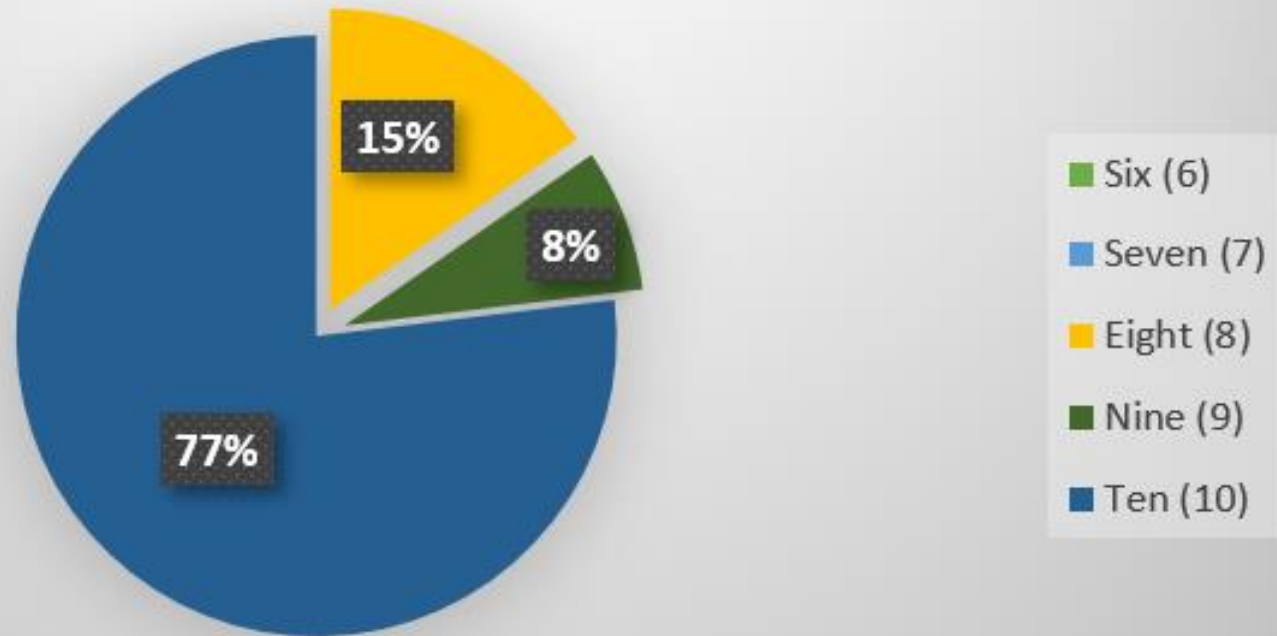
2023 Competitive Retailer Survey Results

Overall, how would rate the general performance of your AEP Texas Account Manager? - Avg. = 9.85



2023 Competitive Retailer Survey Results

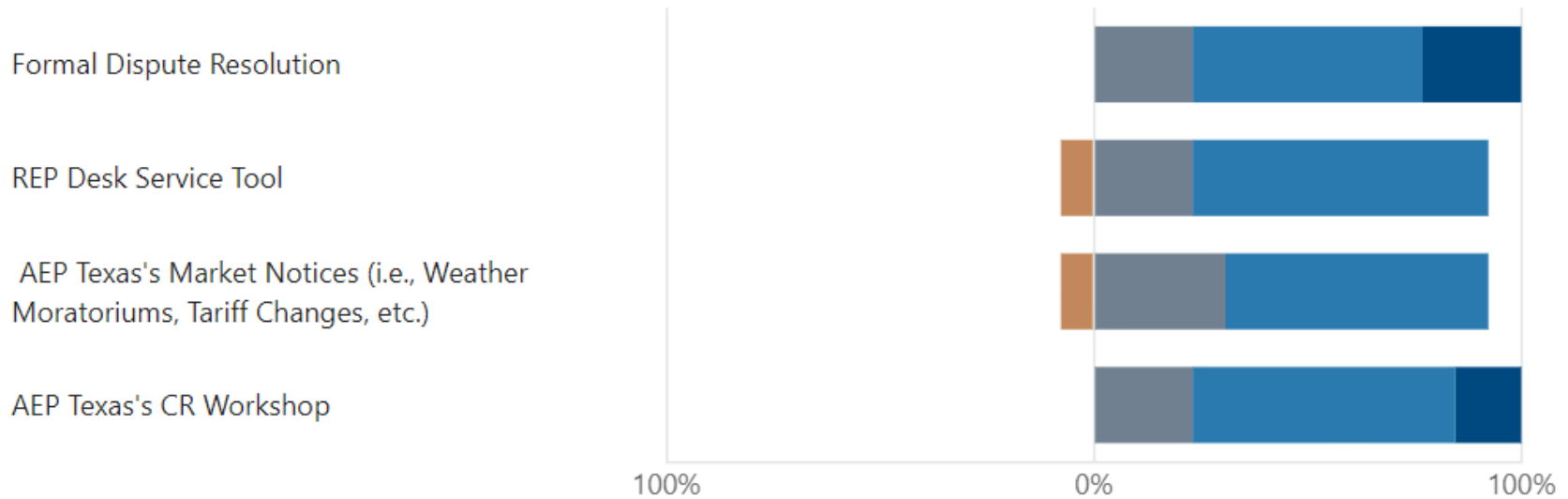
Overall, how would you rate the general performance of the AEP Texas Market Specialists? - *Avg. = 9.62*





2023 Competitive Retailer Survey Results

■ Very Dissatisfied ■ Dissatisfied ■ Neither Satisfied or Dissatisfied ■ Satisfied ■ Very Satisfied
■ Unknown





2023 Competitive Retailer Survey Results



2023 Competitive Retailer Survey Results



2023 Competitive Retailer Survey Results



THANK
YOU!



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LED

Replace on Failure/Rates/MVI-MVO

Brina Mendiola – Billing Representative

Natalie Montano – Billing Representative

HPS to LED



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

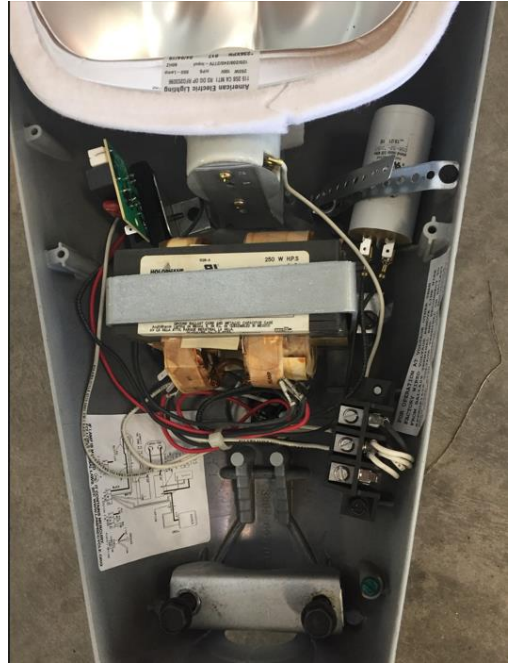




Replace on Failure

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

- The customer sends us the signed Replace on Failure agreement.
- When a light is reported out, a repair order gets issued.
- The technician will check the bulb, photocell then fixture to determine the problem. If the fixture has gone bad, it will be replaced with the LED alternative.
- If we are not billing the city/county for the new LED size that the tech puts up, a new ESID will be created. That ESID is then sent to the customer, and we advise them to contact their REP for a move in order.



Brighter Lighting





Traditional vs LED

Traditional Street Light


Alternative AEP LED Streetlight

Fixture	KWH	Fixture Charge	Total Charge per month	Fixture	KWH	Fixture Charge	Total Charge per month
70 W HPS	28	\$5.21	\$9.41	20-60 W LED (43 W)	14	\$6.03	\$8.13
100 W HPS	39	\$5.32	\$11.17	20-60 W LED (43 W)	14	\$6.03	\$8.13
150 W HPS	57	\$5.47	\$14.02	61-100 W LED (71 W)	29	\$6.13	\$10.48
250 W HPS (Cobra)	104	\$7.66	\$23.26	120-160 W LED (122 W)	46	\$8.96	\$15.86
250 W HPS (Flood)	104	\$7.66	\$23.26	130-170W LED (146 W)	50	\$15.24	\$22.74
400 W HPS	155	\$8.31	\$31.56	200-240 W LED (194 W)	73	\$10.95	\$21.90
1000 W HPS	367	\$7.02	\$62.07	Over 240 Watt Floodlight (297 W)	99	\$17.09	\$31.94



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Asset Controllers

Naomi Serrata

Billing & Account Operations Supervisor



Current Process

- Manual Inventory Checks/Audits
- Customers report lights out
- Unable to provide actual location of light



Asset Controllers

Coming soon...
Asset Controllers



Asset Controllers



Asset Controllers

- Streetlight Status
- Reports
- Data History
- Real Time Control
- Inventories
 - Inventory Map
 - Inventory Lists



Asset Controllers



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BREAK





EV Strategy & Technology Update

Javier Juarez
Project Manager



National EV Growth

4,336,807
EV Sales

3,124,615
BEV Sales

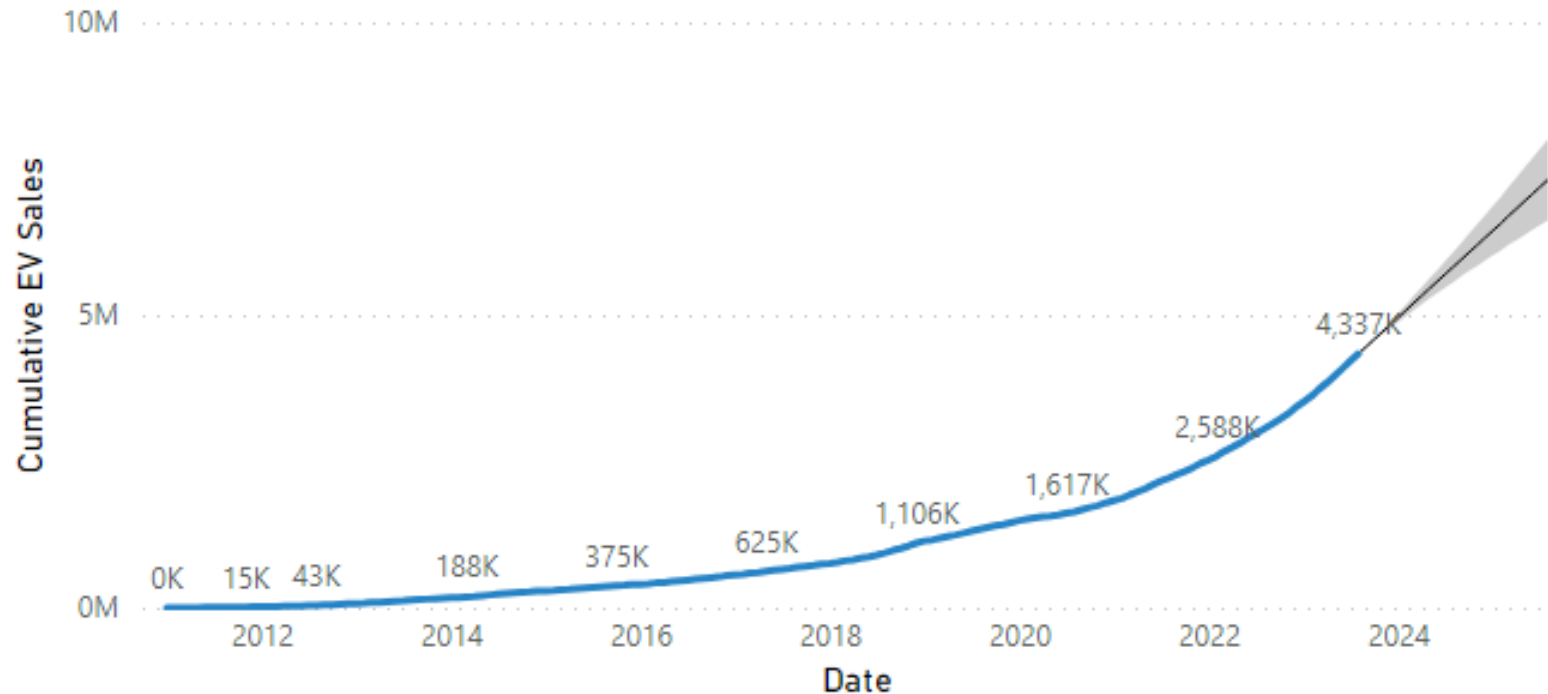
1,212,192
PHEV Sales

139 Models
EV Models

35 Makes
EV Makes

Cumulative EV Sales

BY DATE



Electric Vehicles in Texas

234,232 EVs

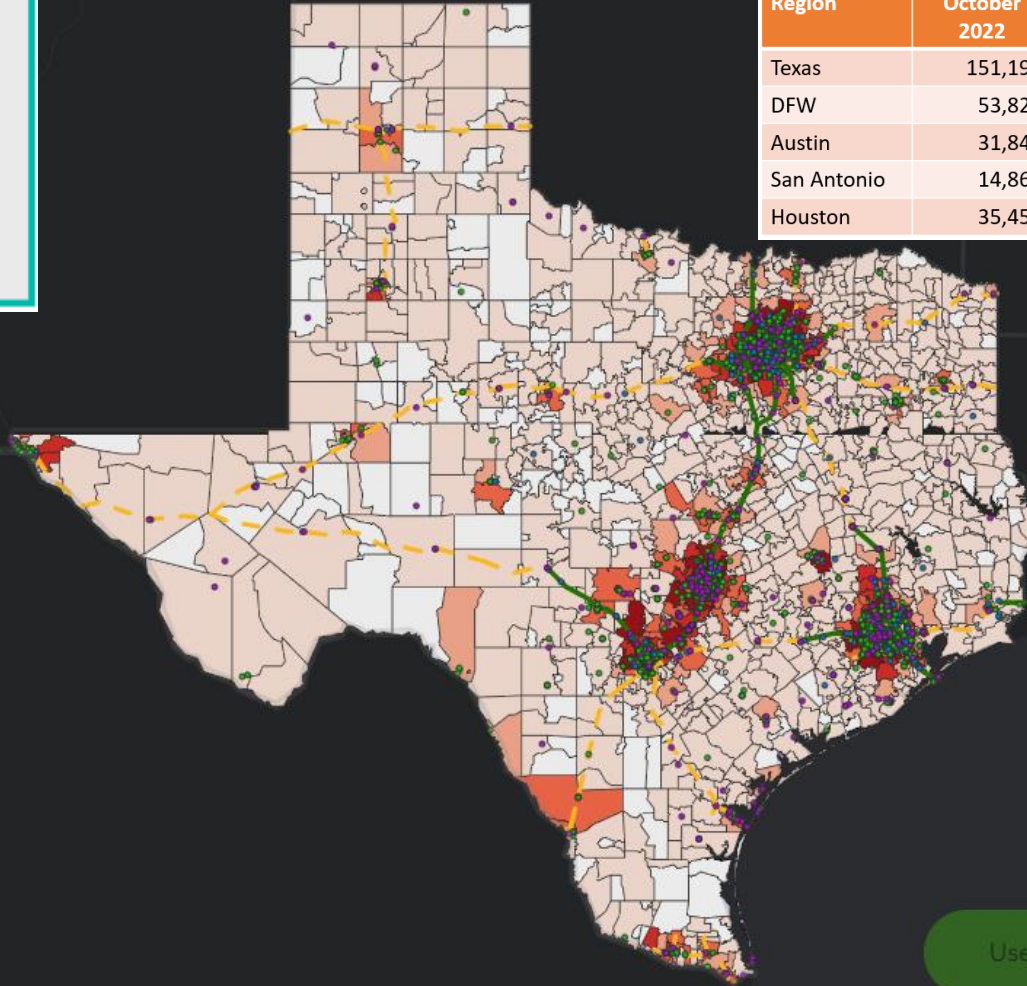
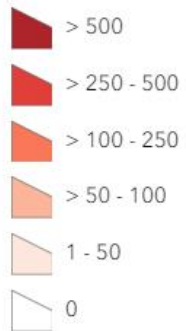
EV's in Texas as of October 31, 2023

Region	October 2022	October 2023	Increase
Texas	151,198	226,740	50%
DFW	53,823	84,242	57%
Austin	31,840	44,552	40%
San Antonio	14,863	21,733	46%
Houston	35,455	55,135	56%

Electric Vehicle
Registration

Zip Code EV
Registration

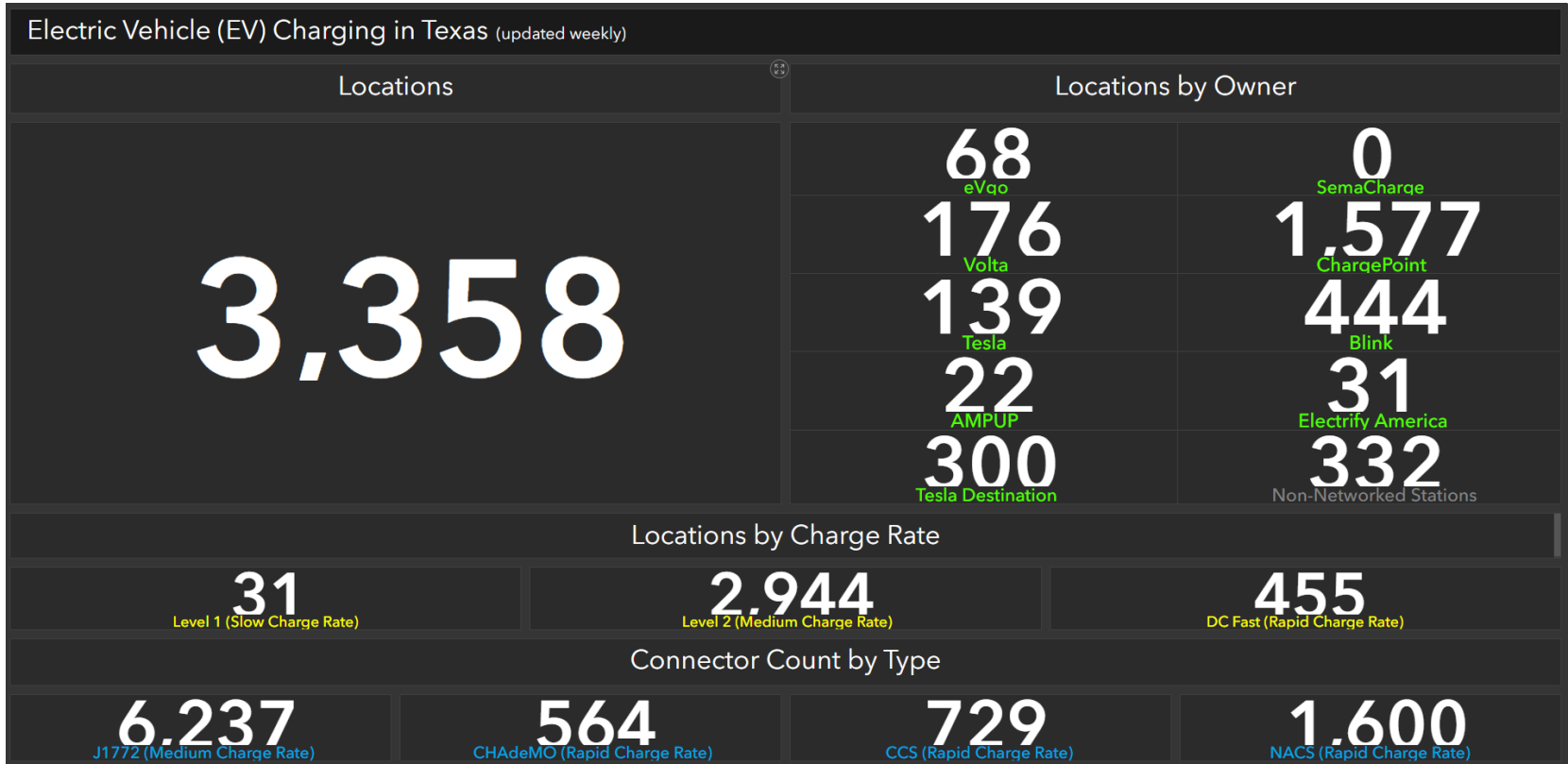
Electric Vehicles



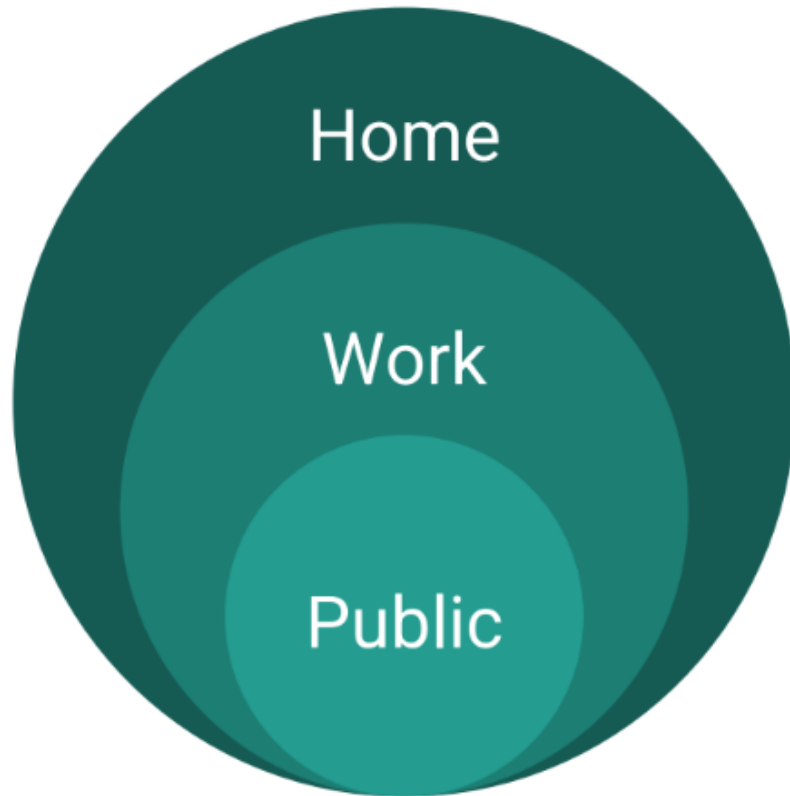
User Guide

Statewide

EV Charging in Texas

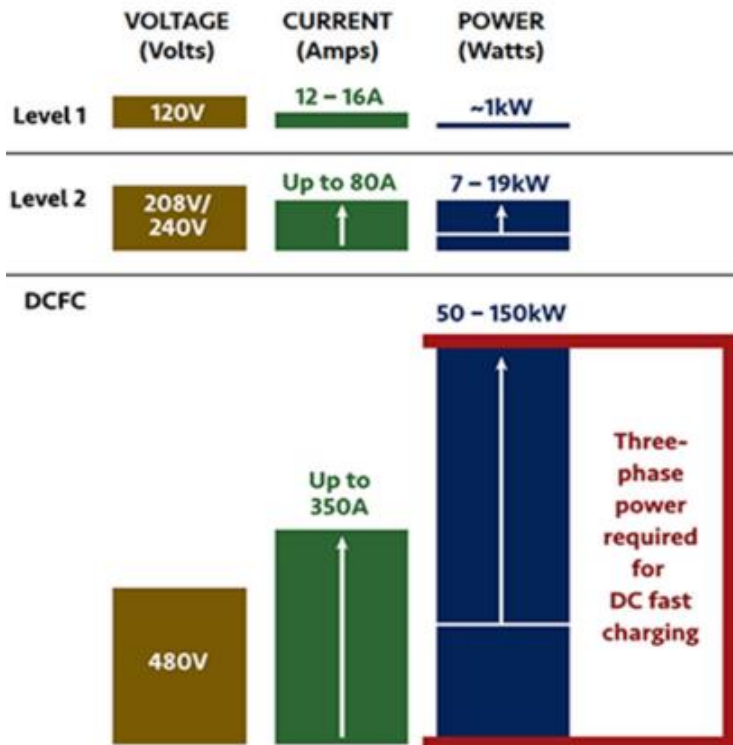


Charging Locations



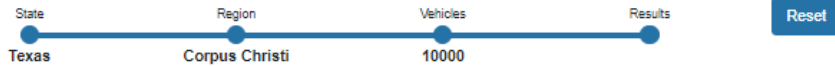
- 80-90% of charging happens at home (or fleet depot).
- Workplace charging is a great benefit for employees & inspires faster EV adoption among employees.
- Public charging allows people to drive EVs on longer distance trips, or are used by people who do not have charging at home

One Size Does Not Fit All

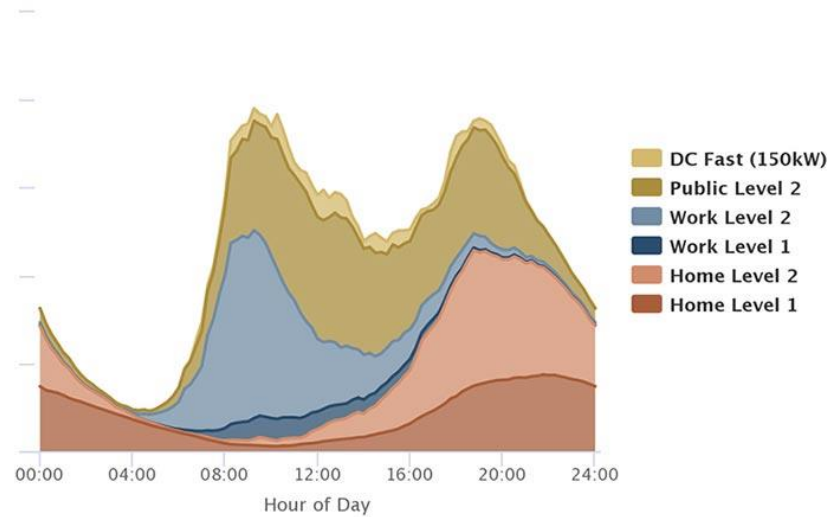


Charging Time	Equipment Cost
2 to 5 miles of range/hour	\$0
12 to 25 miles of range/hour	\$400 - \$12,000
50kW=3 miles/min 150kW=9 miles/min 350kW=20 miles/min	\$25,000 - \$150,000
Large Industrial 450kW- 1MW	\$500,000+

EVI-Pro Lite Tool



Weekday Electric Load



Change Assumptions

Light duty vehicles (as of 2021): 327,400
 Plug-in Electric Vehicles (as of 2021): 800

Supported Vehicles

Vehicles supported:

Vehicle Mix

- PEV Sedans %
- PEV C/SUVs %
- PEV Pickups %
- PEV Vans %
- Total: 100%

PHEV Share of PEVs %

PHEV support

How much support do you want to provide for plug-in hybrid electric vehicles (PHEVs)?

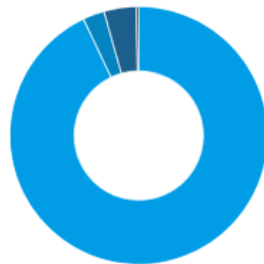
- Full support
Most PHEV drivers wouldn't need to use gasoline on a typical day
- Partial support
Calculate using half of full support assumption.
- Do not count PHEVs in charging demand estimates.

Home Charging Access

Percent of drivers with access to home charging %

Results: 8,645 Charging Ports

To support 10,000 plug-in electric vehicles in Corpus Christi you would need:



- Charging Port Percentage (Click to hide)
- Single Family: 93.0%
 - Shared Private: 2.7%
 - Public L2: 4.0%
 - Public DC Fast: 0.3%

What kinds of charging ports are needed?

Click on the categories to see how they break down by location

8,037
Single Family Charging Ports

233
Shared Private Charging Ports

349
Public Level 2 Charging Ports

26
Public DC Fast Charging Ports

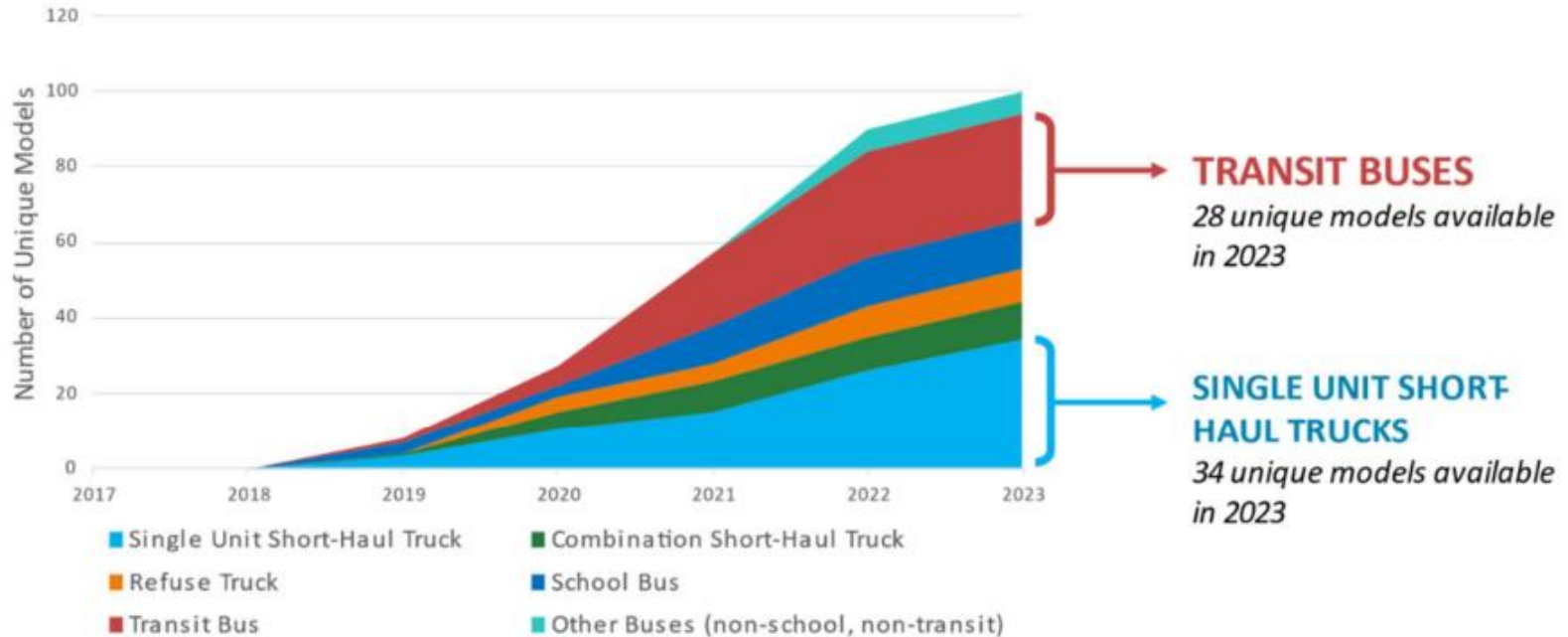
[Alternative Fuels Data Center: Electric Vehicle Infrastructure Projection Tool \(EVI-Pro\) Lite \(energy.gov\)](https://www.energy.gov/alternative-fuels-data-center/electric-vehicle-infrastructure-projection-tool-(evi-pro)-lite)

[How Might Electric Vehicles Affect Electric Loads? Expanded Online Tool Provides Quick Answers | News | NREL](#)

Medium and Heavy Duty EVs

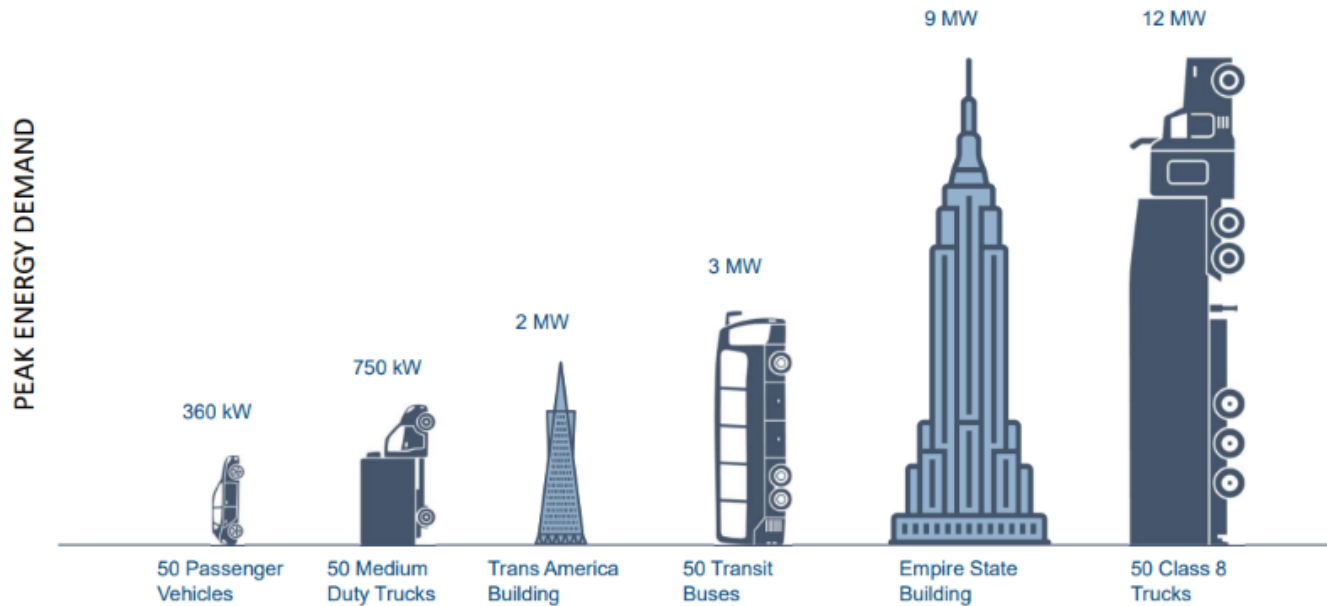
Technology Maturity Assessment:
Medium- and Heavy-duty EVs are rapidly growing segments

**Model Availability Over Time
by Vehicle Category**



Fleets

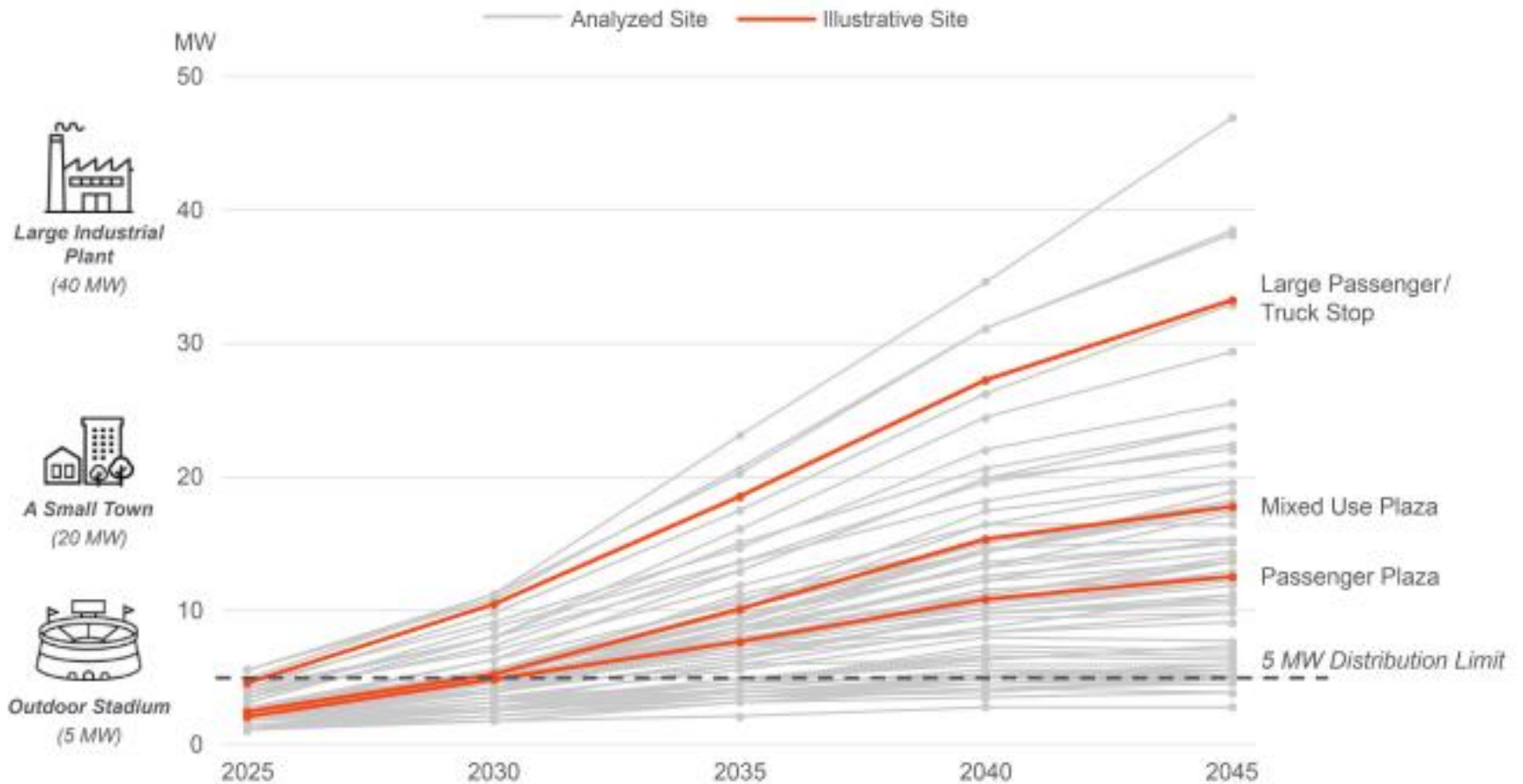
ELECTRIFICATION OF FLEETS **KNOW THE SERVICE AND CAPACITY UPGRADE REQUIREMENTS**



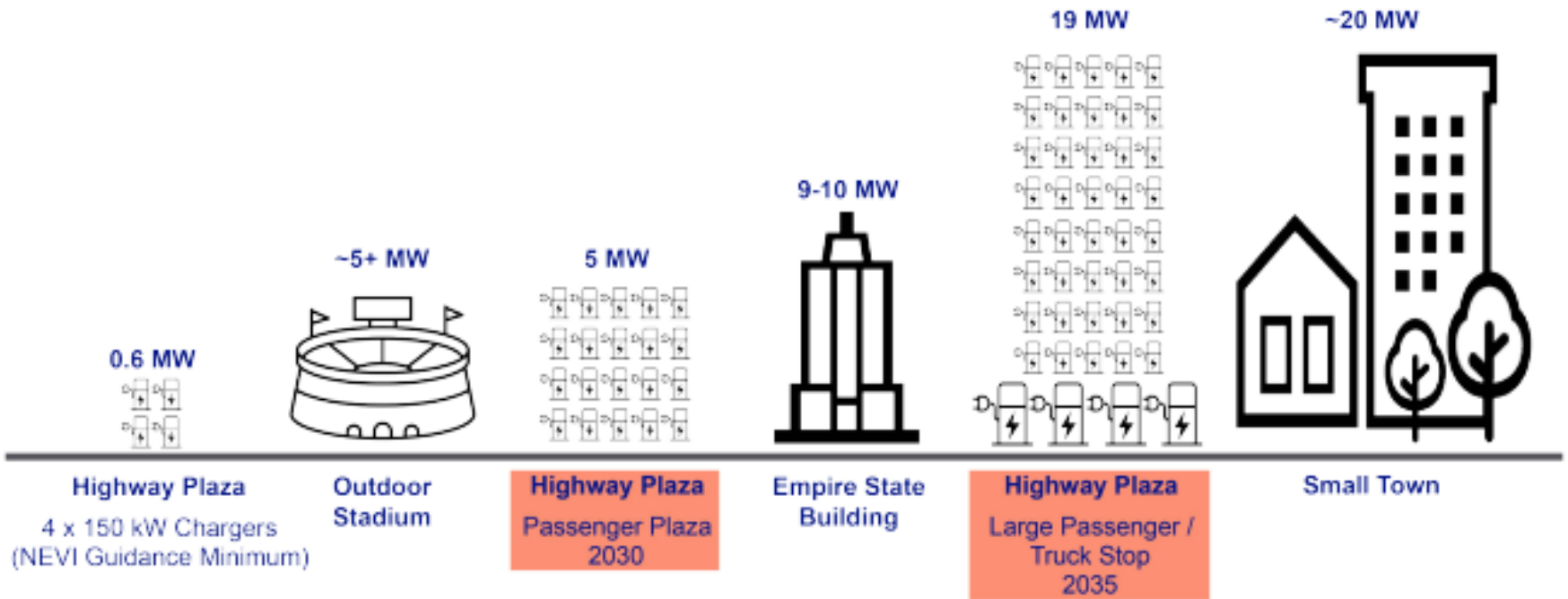
Travel Plaza (National Grid Study)



Cont.

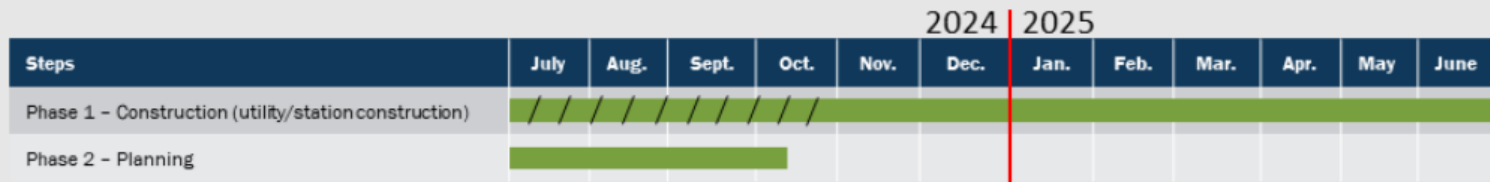


Cont.



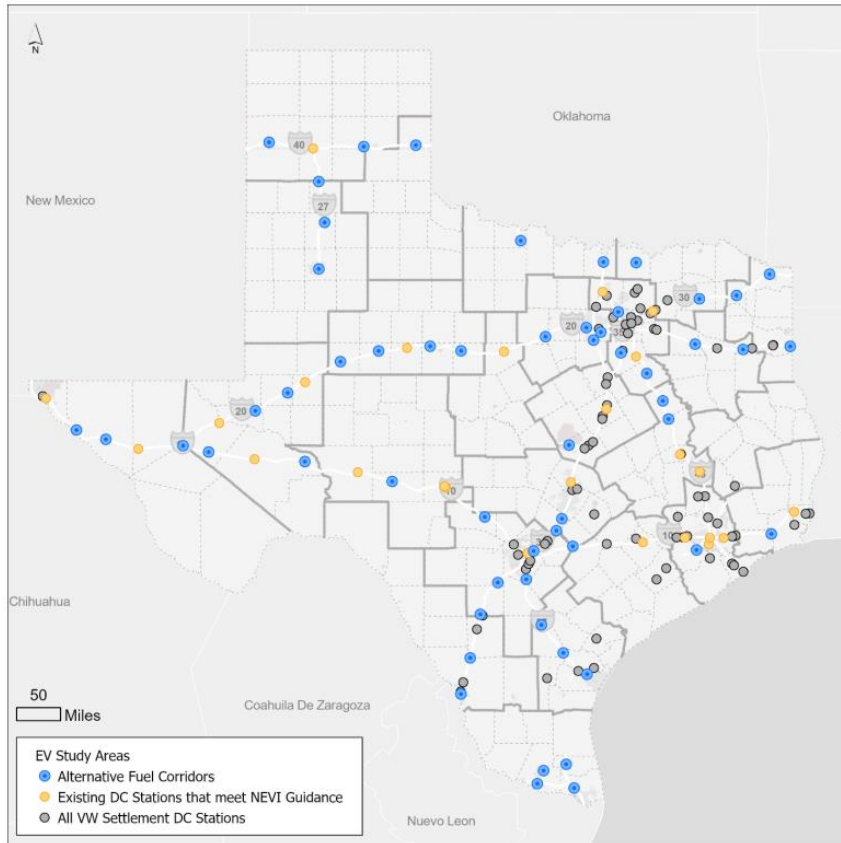
Texas NEVI Update

Texas EV Plan – Phase 1 Timeline (24+ Months)

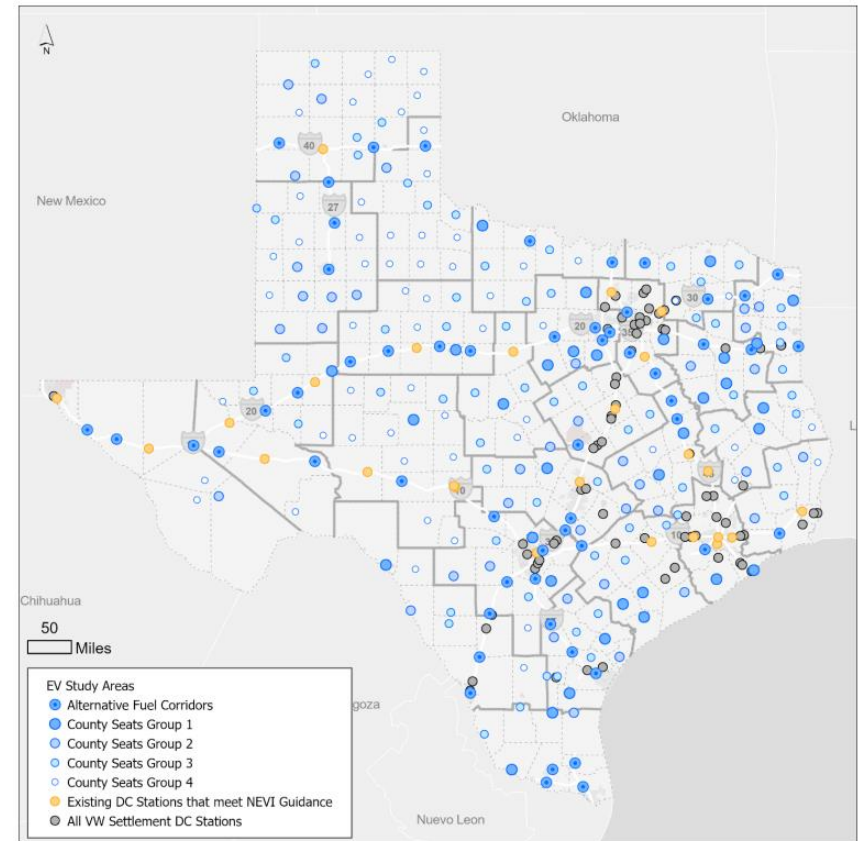


NEVI (Cont.)

Phase One:



Phase Two:





NEVI Application Summary

Texas NEVI Grant Application Summary

ID	Study Area	Proposals
1	Sugar Land	4
2	Arlington	4
3	Carrollton	3
4	Fort Worth	7
5	Selma	3
6	San Marcos	4
7	Buda	4
8	McAllen	6
9	Burleson	6
10	San Benito	3
11	Killeen	5
12	Sherman	5
13	Wichita Falls	7
14	Lubbock	6
15	Winnie	8
16	Laredo	5
17	Gainesville	4
18	Corpus Christi	5
19	Waxahachie	5
20	Corsicana	4
21	Odessa	8
22	Sulphur Springs	8
23	Rolling Meadows	2
24	Van	3
25	Mt Pleasant	6
26	Buffalo	10
27	New Boston	8
28	Fairfield	5

ID	Study Area	Proposals
29	Waskom	3
30	Sandy Oaks	2
31	Luling	3
32	Big Spring	5
33	Merkel	4
34	IH20 and US281	2
35	Clyde	7
36	Edinburg	6
37	Devine	3
38	Dilley	3
39	Three Rivers	4
40	Mathis	6
41	Fort Hancock	4
42	Colorado City	6
43	Encinal	5
44	Monahans	6
45	Plainview	7
46	Sierra Blanca	5
47	Shamrock	9
48	Fort Davis RA	4
49	Raymondville	6
50	Adrian	5
51	Kerrville	5
52	Groom	5
53	Sonora	7
54	Happy	3
55	Iraan	3
56	Balmorhea	4



EPA School Bus Grant

Important Dates

Date	Activity
September 28, 2023 – January 31, 2024, 4:00 PM ET	2023 Clean School Bus (CSB) Rebates Application Period OPEN
January 10, 2024, 4:00 PM ET	Final date to submit questions prior to the application period closing about the 2023 Rebates to cleanschoolbus@epa.gov .
February 2024	EPA reviews rebate applications and begins the selection process. EPA notifies applicants of selection status and posts list of applicants and selectees online. Selectees can proceed with purchasing new buses and eligible infrastructure.
April 2024 – October 2024	Selectees submit Payment Request Forms with purchase orders demonstrating that new buses and eligible infrastructure have been ordered.
April 2026	Project period deadline for selectees to receive new buses, install eligible infrastructure, replace existing buses, and submit Close Out Forms.





AEP Texas Website Update

EXPLORE GRANTS AND INCENTIVES FOR YOUR BUSINESS

Federal funding can help you upgrade to new technologies

Whether you're a small business, school, nonprofit or government organization, explore federal funding opportunities that make new technologies more affordable.



Getting started

Find grants that your organization qualifies for and download the grant summary, or explore the grant website for more details. Go to grants.gov to find new grants, expanded rounds of funding on existing grants and current deadlines.

[Visit grants.gov](https://grants.gov)

SELECTED EV & ONSITE CHARGING GRANTS

Grant	Industry	Eligible Entities	
Grant for Charging & Fueling Infrastructure	MUSH	Local government, tribes	+
Bus & Buses Facilities Formula Grant	MUSH	Local government, tribes, schools	+
Bus & Buses Facilities Competitive Grant	MUSH	Transit agencies	+
National Electric Vehicle Formula Program (NEVI)	BUSINESS	Local agencies, private businesses	+
Clean School Bus Program	MUSH	Local government, tribes	+
Clean Heavy-Duty Vehicles	BUSINESS	Local government, tribes, private businesses	+
Grant to Reduce Air Pollution at Ports	BUSINESS	Local government, private businesses	+
Funding to Address Air Pollution at Schools	MUSH	Local government, non-profits, schools	+
Environmental & Climate Justice Block Grant	MUSH	States, local government, tribes, non-profits, community organizations, universities/colleges	+
Tax Credit for Passenger Electric Vehicles and Chargers	BUSINESS	Businesses and individuals	+
Tax Credits for Commercial Vehicles	BUSINESS	Businesses	+

GET PLUGGED-IN TO EV CHARGERS

Whether you're starting your electric transition, or adding the latest tech, here are the steps in working with us on your project.

How it works

- Step 1: Planning
- Step 2: Request new service
- Step 3: Create design
- Step 4: Approve project
- Step 5: Pre-construction planning
- Step 6: Begin construction
- Step 7: Final touches



Connect with Expert Advice

Connect with our EV Team early in your planning process for transportation electrification projects.

[Contact our team](#)



Add AEP's support to finish your application or project

Already have an application or grant in the works? Getting our support in writing is easy. Let us know what you need.

[Request support](#)



Website (Cont.)

CONNECT WITH EXPERT ADVICE

Connect with our EV team.

First Name Last Name

Company Name

Address of Operations

City State ZIP code

Phone Number

I'm Interested In:

- Electric Fleet
- Electric Fleet Charging
- Public/Customer Charging
- Public/Customer Charging
- Other

INQUIRE ABOUT GETTING SUPPORT FOR YOUR APPLICATION

Already have an application or grant project in the works?

Let us know what you need.

First Name Last Name

Company Name

Address of Operations

City State ZIP code

Phone Number

I need a:

- Application Letter of Support
- "Utility Will Serve" Letter
- Cost Estimate



An AEP Company





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An AEP Company

Customer Service Desk / Managed Accounts

Matt Gerick

Director Customer Experience



Customer Experience Team

Matt Gerick, Customer Experience Director

West Texas Area

Paulino Lucio, Customer Experience Manager

Ricky Miller
Key Account Manager

Luke Roberson
Key Account Manager
Phil Pool
Customer Experience Acct Rep

Hazel Flores
Customer Experience Acct Rep

Alma Cabello
Customer Experience Acct Rep
Laura Almaraz
Customer Experience Acct Rep

South Texas Area

Hill Cocke, Customer Experience Manager

Yvonnilda Perez
Customer Experience Acct Rep
Lorraine Garcia
Customer Experience Acct Rep
Martin Valdes
Key Account Manager

Klaryssa Suarez
Customer Experience Acct Rep
Mindy Rodriguez
Customer Experience Acct Rep
Raul Trevino
Customer Experience Acct Rep

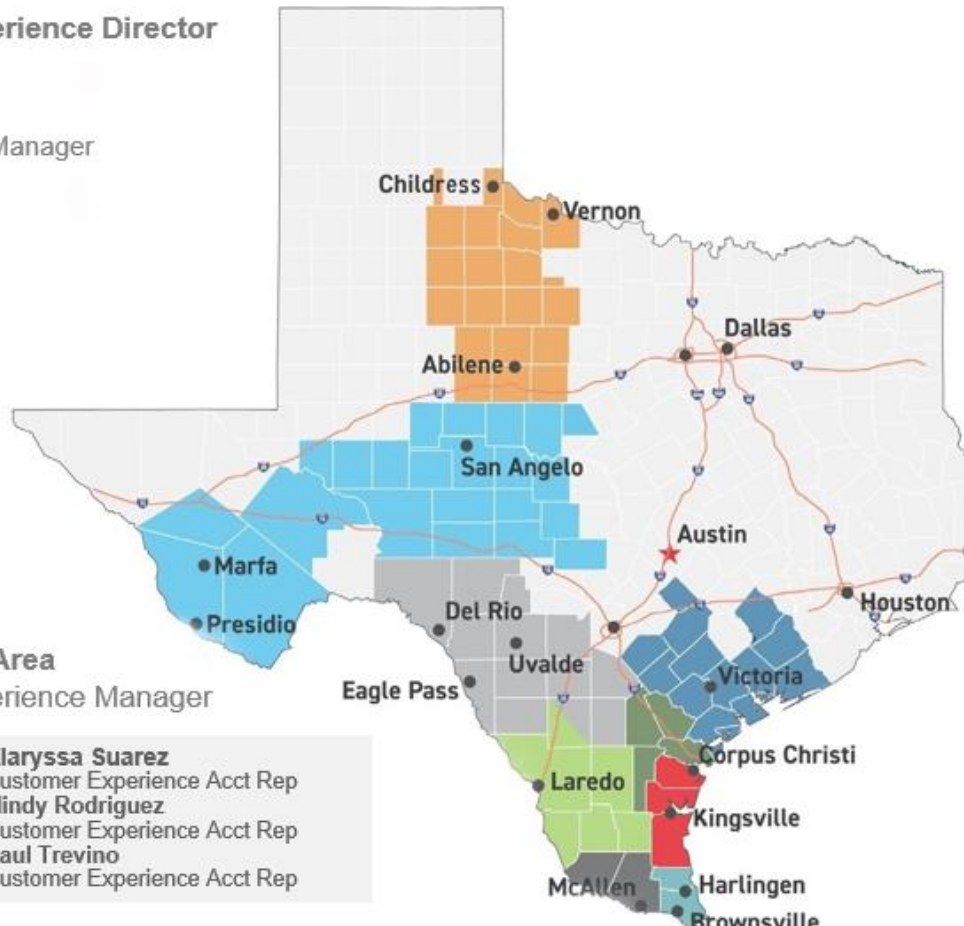
Coastal Bend Area

Tiffany Custodio
Customer Experience Manager

Mary Gutierrez
Customer Experience Acct Rep
Boyd Weise
Customer Experience Acct Rep
Bill Newyear
Key Account Manager

Hilda Bernal
Customer Experience Acct Rep

Cris Wright
Customer Experience Acct Rep
Rene Castillo
Customer Experience Acct Rep
Daniel Cabrera
Key Account Manager
Heath Van Zandt
Key Account Manager



Responsibilities

Key Account Manager

- Responsible for Large Industrial relationships
- Collaboration with Cooperatives and Transmission Service Providers
- New/ Expansion Construction
- Construction Agreements
- Tariff Application

Customer Service Account Representative

- Rate Verifications
- PUCT Inquiries
- Customer Inquires
- New/Expansion Construction
- Tariff Application
- Responsible for Mid to Large Commercial relationships





Corpus Christi Views

Aransas Pass Ferry





Corpus Christi Views

Aransas Pass Ferry



Areas of Interest

NAICS/SIC

- North American Industry Classification System
- Standard Industrial Classification

Customer Information - Validation

- Customer Names
- Working Phones Numbers
- Emails





Email – 814_PC

August 1, 2023

T814_PC: Maintain Customer Information Request
Version 4.0A

Segment: **PER** Administrative Communications Contact (Power Outage Contact Information)

Position: 080

Loop: N1 Optional

Level: Heading

Usage: Optional

Max Use: >1

Purpose: To identify a person or office to whom administrative communications should be directed

- Syntax Notes:**
- 1 If either PER03 or PER04 is present, then the other is required.
 - 2 If either PER05 or PER06 is present, then the other is required.
 - 3 If either PER07 or PER08 is present, then the other is required.

Semantic Notes:

Comments:

Notes:

Only one (1) PER~PO segment per 814_PC transaction will be accepted by the TDSP

PER~PO~~TE~8005551212~~~ EM~NAME@ISP.COM

PER~PO~~~~PC~8005555551~EM~NAME@ISP.COM

PER~PO~~~~EM~NAME@ISP.COM

Optional

PER~PO~~TE~8005551212~ PC~8005555551~EM~NAME@ISP.COM





Email – 814_PC

814_PC Example 1 of 4

Maintain Customer Information Request – CR to IOU TDSP

CR submits Maintain Customer Information Request to the TDSP
Residential Example with all potential contact information populated

N1~VA~SECOND CONTACT NAME	Second Contact
PER~IC~~TE~1112223458~TE~4445551237	Second Contact Phone Number
REF~5J~45677894~TX	Second Contact Driver's License Number & State
REF~SY~852741963	Second Contact Social Security Number
N1~8R~CUSTOMER NAME	Customer Name
N4~~~77777	Zip Code
PER~PO~~TE~8005551212~ PC~8005555551~EM~NAME@ISP.COM	Power Outage Contact
N1~8S~TDSP NAME~1~009876543~~40	TDSP Name and DUNS Number, Receiver
N1~SJ~CR NAME~1~987654321~~41	CR Name and DUNS Number, Sender
LIN~1~SH~EL~SH~MCI	Maintain Customer Information
ASI~7~001	Request Change
REF~Q5~~12345678910111231	ESI ID
REF~SU~N	Special Needs Indicator
SE~20~000000001	Number of Segments, Transaction Set Control Number

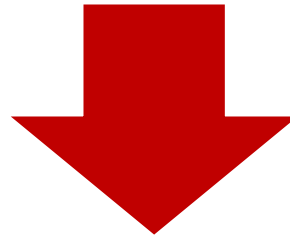




Email Info – 814_01,03,16

Power Outage Information

TX SET 5.0 Change Control



Add a new Optional PER segment PER~PO to the 814_01, 814_03 and 814_16 transactions to communicate Power Outage Contact Information.



Corpus Christi Views

North Padre Island National Seashore



REP Desk

WELCOME

Melinda Earnest


[edit profile](#)

Applications


- [Dashboard](#)
- [Bulletin Board](#)
- [Customer Lookup](#)
- [Historical Usage](#)
- [ODR Archive](#)
- [Safety Net](#)
- [Service Orders](#)
- [Switch Hold Report](#)
- [Analytics](#)
- [User Management](#)
- [Group Management](#)

More Resources

- [Doing Business with AEP Texas](#)
- [Report a Problem for REP Desk](#)



REP Desk



Chat

LOGOUT

The AEP Texas CR Workshop will be held on Nov. 8

Customer Lookup

Please Enter a single ESI ID or Meter Number in the field below to look up a customer.

SEARCH

[Advanced Search](#)

Service Orders

58

Total Orders

30

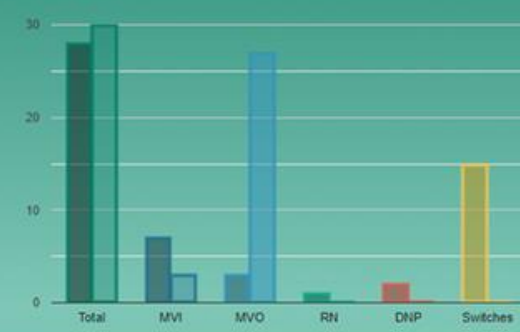
Pending

28

Complete

SUMMARY

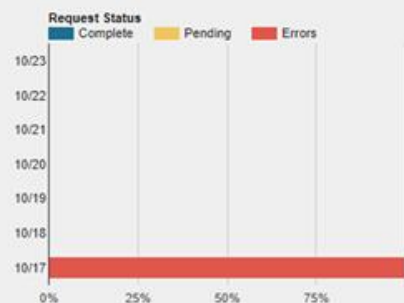
Graph shows today's orders from midnight to current time



Category	Count
Total	28
MVI	7
MVO	27
RN	1
DNP	2
Switches	15

Safety Net

Request Status
Complete
Pending
Errors



NEW REQUEST

ARCHIVE

Click below to create a new request or to view previous requests.

Graph shows requests for current user. See [archive](#) for all requests

Historical Usage Request

Enter up to 250 ESI IDs

Click here for REP of Record Request

REQUEST

[Archive](#)

Tampering Search

On Demand Read

Customer Service Desk

WELCOME

Matt Gerick

- Home
- Account
- Orders
- Energy Efficiency
- AEP Texas
- View Outages
- Contact Us

ESI IDS				
ESI ID	Address	Meter Status	Pending Requirements	Service Type
		Energized	0	Permanent Service

Service Orders	
Completed Orders	0
Pending Orders	1
Canceled Orders	0



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Customer Service Desk

LOGOUT

WELCOME

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Account Information

BACK

DOWNLOAD DETAILS

ESI ID: [REDACTED] Meter Status: Energized City/County: LAREDO/KLEBERG - [Permit Info](#)
Address: [REDACTED] Switch Hold: Not Available Tariff: 820
Start Date: 2021-12-06 My Provider: [REDACTED] Cycle: 9 Next Read Date: 2023-11-08
Service Type: Permanent Service DG Meter: N Primary Phone Number: [REDACTED]

MY USAGE

MY METER

Start Date	End Date	Metered KWH	Metered KW	Billed KW
2023-08-11	2023-09-11	2043	0.000	0.0
2023-07-13	2023-08-10	2001	0.000	0.0
2023-06-13	2023-07-12	1960	0.000	0.0
2023-05-12	2023-06-12	1410	0.000	0.0
2023-04-13	2023-05-11	1041	0.000	0.0
2023-03-14	2023-04-12	839	0.000	0.0
2023-02-11	2023-03-13	879	0.000	0.0
2023-01-13	2023-02-10	697	0.000	0.0
2022-12-10	2023-01-12	653	0.000	0.0
2022-11-09	2022-12-09	634	0.000	0.0

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Service Orders

Completed Orders

0

Pending Orders

8

Canceled Orders

0





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Customer Service Desk

LOGOUT

WELCOME

Matt Gerick

BACK

Order Status

Order Number: 940013429

City/County: ALICE/KLEBERG - [Permit Info](#)

Order Type: Temp Service Install

Tariff: 0

ESI ID: [REDACTED]

Service Type: Temporary Service

Address: [REDACTED]

Completed Requirements

Requirements	Date Completed	Completed By
City Inspection Requirement	2023-05-09	Customer

Remaining Requirements

Requirements	Date Initiated	Responsibility
Retail Provider Order	2023-05-04	Customer
Service Work Required	2023-05-04	AEP

Home

Account

Orders

Energy Efficiency

AEP Texas

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Contact Us

Customer Service Desk

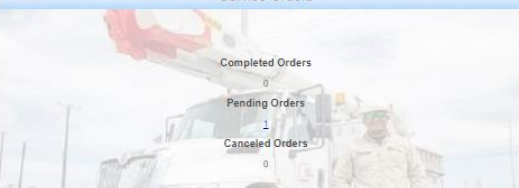
WELCOME

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ESI IDS				
ESI ID	Address	Meter Status	Pending Requirements	Service Type
		Energized	0	Permanent Service

Service Orders



- Completed Orders: 0
- Pending Orders: 1
- Canceled Orders: 0



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Report a Streetlight Problem

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REPORT A STREET LIGHT PROBLEM

Thanks for helping us identify issues with street lights. Please use the form below to begin the process.

First, is this request about a light you pay for?

- Yes, I pay for (lease) this light as part of my electric bill
- No, someone else pays for this light

Continue

SAFETY HAZARD CONDITIONS

A safety hazard is a condition that poses an immediate risk to the public, and can include:

- Downed wires that may be sparking or near water
- Trees that have fallen on power lines

Never go near or touch a power line.

REPORT A SAFETY HAZARD

Letting us know about safety hazards helps prevent phone lines from becoming overloaded and helps us prioritize work.

Call our Customer Operations Center immediately at [866.223.8508](tel:866.223.8508) (available 24 hours).

Have an Outage Question?

Visit our [frequently asked questions](#) page or the [outages overview](#) for ways to stay in the loop even when the power goes out.

Customer Service Desk

WELCOME

Matt Gerick

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- Contact Us

ESI IDS				
ESI ID	Address	Meter Status	Pending Requirements	Service Type
		Energized	0	Permanent Service

Service Orders	
Completed Orders	0
Pending Orders	1
Canceled Orders	0



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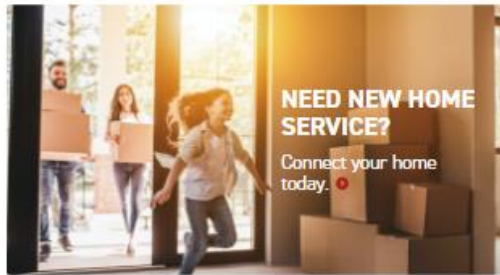


Builders & Contractors

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New Construction & Service Request

Are you building a new industrial or commercial facility or a residential community? Request temporary or permanent electrical service is simple and fast using our online forms.



[Get Temporary Service](#)



[Installing Generating Equipment: Learn How](#)



[Meter Install Order Status](#)



[Requirements for RV Meters](#)



[Meter main/combinations - manufacturers and specifications.](#)



[Current Transformer Enclosures Specifications](#)



[Multi-gang meter sockets - manufacturers and specifications for multi-gang socket and breaker combinations.](#)



[Contractor Safety](#)



[Permits & Inspection Requirements](#)



[Meter & Service Guide](#)



[Customer Owned Meter Socket Specifications](#)



[Meter pedestals - manufacturers and specifications.](#)



[Three Phase Transformer Underground Business Service Specifications](#)



[Residential Underground Service Lateral Specifications](#)



Customer Service Desk

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ESI IDS				
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		Energized	0	Permanent Service

Service Orders
Completed Orders 0
Pending Orders 1
Canceled Orders 0



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Installing Generating Equipment

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INSTALLING GENERATING EQUIPMENT

ELECTRIC GENERATING EQUIPMENT CONSIDERATIONS



Let AEP Texas help you safely connect your electric generating equipment system with our electrical system.

To avoid property damage or personal injury, make sure you have properly isolated your home from our system before connecting portable generators for back-up or emergency power.

If you're installing a permanent electric generating equipment such as solar or wind, or if you are installing an energy storage technology, state regulations subject all such systems operating in parallel with ours to be reviewed and approved.

Ready to start the process? You can [apply online](#) after registering for an account with PowerClerk.

ADDITIONAL INFORMATION ABOUT INTERCONNECTING YOUR GENERATING EQUIPMENT SYSTEM

- The [National Renewable Energy Laboratory's PVWatts Calculator](#) can provide you with an estimate of the amount of electricity you can produce with a solar power system. In addition, solar research, maps and data is available at www.nrel.gov/solar/.
- The [US Department of Energy](#) provides a variety of renewable energy information including some on planning, installing and maintaining home solar power systems.
- The [Database of State Incentives for Renewable Energy](#) is the most comprehensive source of information on incentives and policies that support renewables and energy efficiency in the United States.

 [Customer Information Package for Interconnection](#)

 [Interconnection Application](#)

 [Understanding Solar Metering](#)

 [Installation Process for Meter Collar Device - Portable Generators](#)

For more specific information, contact our Distributed Generation Coordinator at:

Distributed Energy Resource Team
1129 Gateway Dr, 01
San Angelo, TX 76905
Phone: 361.881.5333
Email: DER_AEPTexas@aep.com

For more specific information on meter collar device, contact

Ernest Godoy
AMI Technical Supervisor
765 Savage Lane
Corpus Christi, TX 78408
Phone: 361.290.6216

Customer Service Desk

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COMMUNICATION PREFERENCES

Log in to your account

Remember User ID

Log in

[Trouble with your User ID or password?](#)
[Register for an online account.](#)

Customize your preferences for outage alerts by text and email. You can also sign up for email newsletters on topics that interest you, as well as periodic notifications of new programs and promotions.

Please Note: AEP Texas does not charge customers for this notification. Message and data rates may apply.

FAQS: TEXT & EMAIL ALERTS

What are "alerts"?



Will I automatically receive alerts, or do I have to sign up?



Does AEP Texas charge for alerts?



How do I sign up more than one cell number and/or email address for alerts?



What are the Terms & Conditions?



Corpus Christi Views

USS Lexington Museum





Corpus Christi Views

Texas State Aquarium



Corpus Christi Views

Texas State Aquarium



Open Discussion





Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023



Distribution Demonstration

Jesus A. Vasquez - Line Crew Leader

Mike Cornell - Lead Serviceman

Joseph Garza - Stores Attendant

Distribution Demonstration





Distribution Demonstration



Distribution Demonstration





Distribution Demonstration





Distribution Demonstration

Demonstration

Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023





Regulatory Update

GRICELDA CALZADA

Regulatory Pricing & Analysis MGR

CHRISTINA GOMEZ

Regulatory Consultant Staff

Topics

- PUCT Complaints
- DCRF
- Rate Review filing
- Project 55566
- CCN proceedings
- Mobile TEEE Rider





PUCT Complaints

- Timeline
 - 15 days to respond or 5 days for Emergency Complaints.
- Trends
 - High Bills / Outages / Need Service
- Options available
 - Review Reads/Outage Detail History
- Who can you contact?

DCRF

- Filed April 5, 2023 under Docket 54824
 - Distribution-related invested capital placed in service from January 1, 2022 through December 31, 2022.
 - Interim rates were put into effect September 1, 2023 and final rates were approved September 14, 2023.
 - As of this date, Legislation passed under HB 3043/SB 1015 allowed TDUs to file DCRF twice a year and no longer contains a specific timeline.



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Rate Review filing



Project 55566

- HB1500 required PUCT to amend rules and implement § 35.004 of PURA.
- Purpose of the project is to develop a standard allowance for the cost of interconnection of generation on transmission system in ERCOT.
- Initial comments were due Oct 13th and reply comments Oct 25th.



LRGV CCNs

- Del Sol to Frontera Double-Circuit 345-kv
 - Docket# 55001
 - Status: CCN approved September 28, 2023
- Cruce to Del Sol Double-Circuit 345-kv
 - Docket# 55151
 - Status: Waiting on PFD due Nov 20, 2023
- Cenizo to Cruce Double-Circuit 345-kv
 - Docket# 55296
 - Status: Amended application filed Oct 16 and revised hearing date set for Jan 11-12, 2024
- Cruce to Reforzar Double-Circuit 345-kv
 - Docket# 55397
 - Status: Settlement conference on Nov 16, 2023
- Reforzar to Ajo Double-Circuit 344-kv
 - Docket #55573
 - Status: Filed October 6, 2023 – Intervention period ends Nov 6, 2023






Mobile TEEE Rider

- Total of \$22.1M for leasing and operation costs for temporary emergency electric energy facilities from Feb 2022 thru Aug 2023.
- Proposed rates effective September 1, 2023 with an impact of ~\$0.96 per 1,000 kWh per Residential customer.
- SAC04 code '*MSC057*'



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Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023



Mobile Generation Overview

Jesse Macias

Manager, Competitive Retailer Relations



Mobile Generation

Jesse Macias, Manager

Competitive Retail Relations (CRR) and
Billing and Account Operations (BAO)

Mobile Generation HB 2483

e) A transmission and distribution utility that leases and operates facilities under Subsection (b) (1) shall ensure, to the extent reasonably practicable, that retail customer usage during operation of those facilities is adjusted out of the usage reported for billing purposes by the customer's retail electric provider.

September 2021

Mobile Generation - Challenge



This created a major challenge for I.T. groups. All TDU's system capabilities aren't the same.



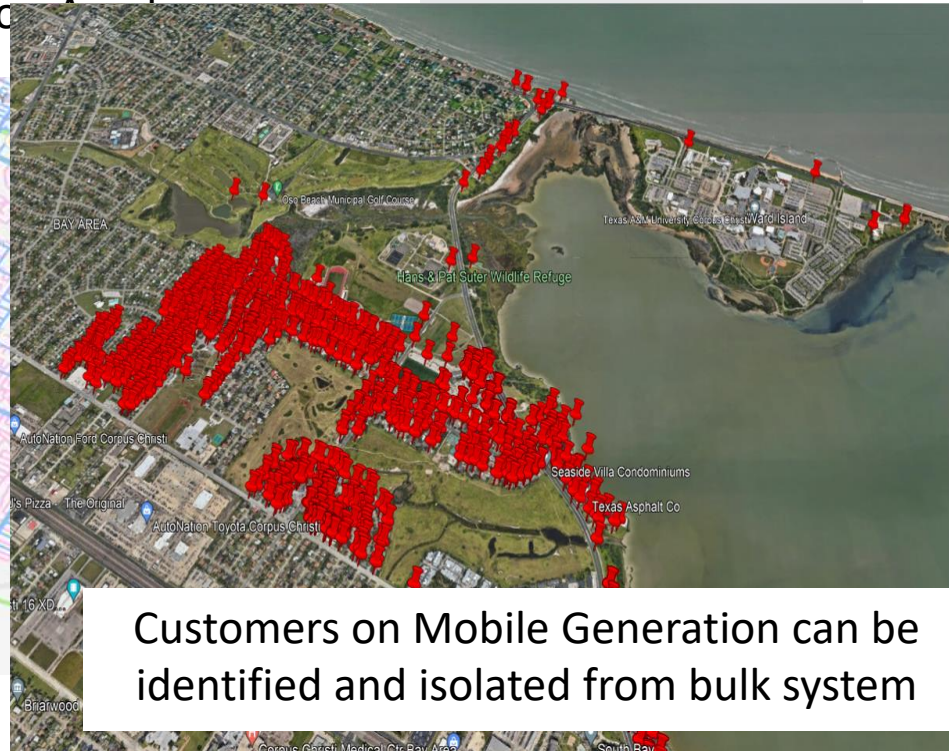
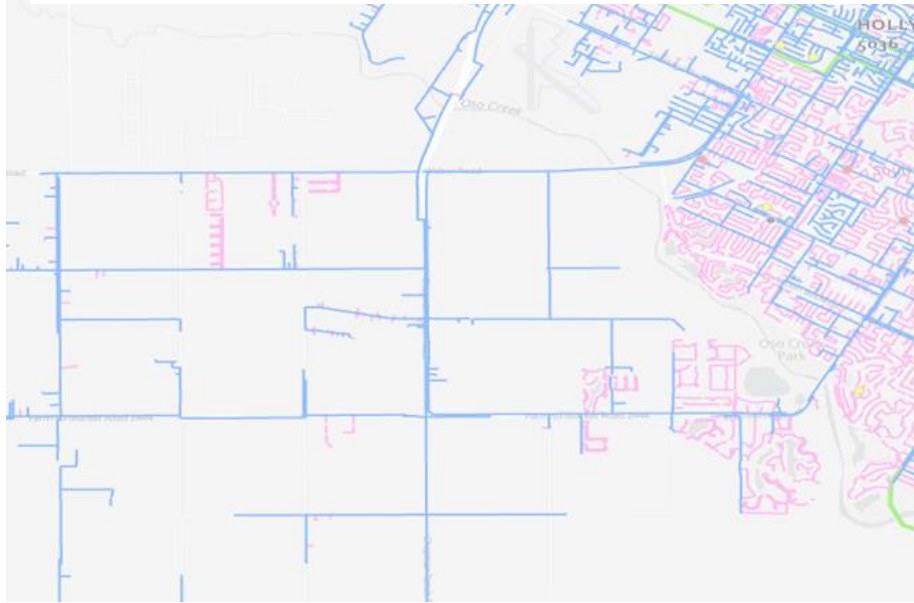
Meters will be energized during a Mobile Gen event and are still registering usage.



How do we adjust out the metered kwh consumption?
What will be our plan?

Mobile Generation Identifying Customers

Distribution Dispatch Center (DDC) uses data mapping applications to identify Distribution



Customers on Mobile Generation can be identified and isolated from bulk system

Mobile Generation Identifying Customers

ACCT
NAME JESSE MACIAS
ADDR [REDACTED] MOULTRI
CITY CORPUS CHRISTI TX 78413-2707
METR NLD06 01 [REDACTED] PREM [REDACTED] R/T: 020 820
TRRX === CALL
STAT: [REDACTED] H
CALLER: JESSE
SVC: [REDACTED]
TKT: _____
CONDITION: AL
NON-TRBL:
EQUIP: XFRM
TROUBLE: TY

**CIS System identifies each customer by
Station and Circuit**

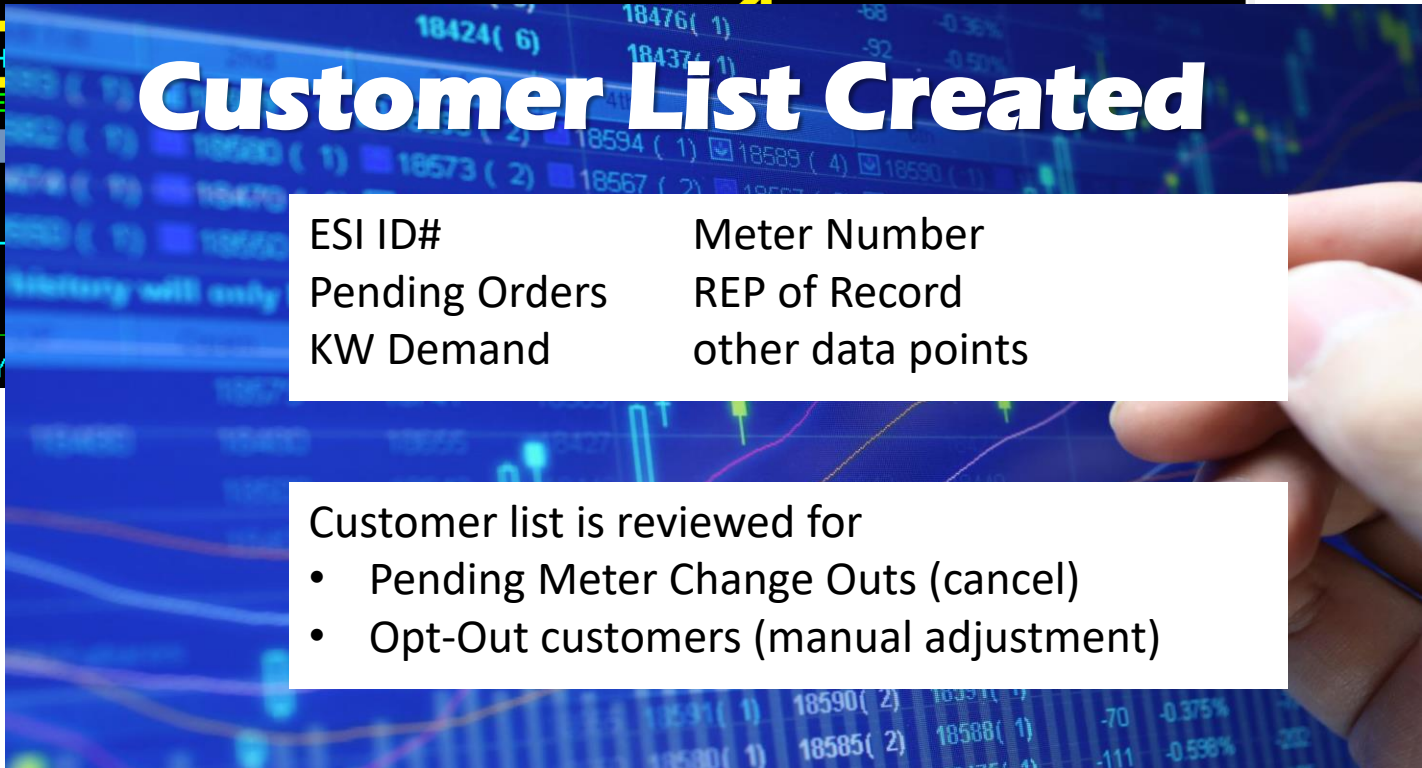
T CATEGORY:
T: [REDACTED]
OMS AREA: [REDACTED]

Customer List Created

ESI ID#	Meter Number
Pending Orders	REP of Record
KW Demand	other data points

Customer list is reviewed for

- Pending Meter Change Outs (cancel)
- Opt-Out customers (manual adjustment)





Mobile Generation Billing Adjustment Plan

Interval Data

- Customer List –with impacted Meter #'s - sent to MDM Team (Meter Data Management).
 - MDM Team uses the Mobile Gen event Start Date & Start Time and sends **0 kwh Actual** interval readings to ERCOT and SMT until the Mobile Gen event End Date & End Time.

Monthly Billing

- The MDM kwh's that were zeroed out are calculated and sent to MACSS Billing Team to adjust the 867_03.
 - **Readings** – Sent, however with 0 kwh during the MG event period in a '**2nd ignore loop.**'
 - **Billing Cycles** – If an impacted account bills on the day of Mobile Gen event or 4 days later, billing hold will be placed to allow for manual adjustments, reducing cancel/rebills.
 - Accounts with cycles billing 5 days after event + will not be held and go out normally.
 - **Cancel/Rebills** that go out on impacted accounts will keep the Mobile Gen adjustments.
 - **Unmetered accounts** will not be included in this plan.
 - **Opt-out** customers are included, kwh will be manually estimated and adjusted.
 - **KW Peak Demands** set during Mobile Gen event will not be used.

Service Orders

- **MVI/MVO/Switches/RN/DN** Orders will work as normal.



Mobile Generation- EDI

EDI Transactions

We have 3 different Ignore Loop scenarios:

Scenario #1. Only DG meter present (No Mobile Gen event)

Scenario #2. Customer has DG meter data & in a Mobile Gen event

Scenario #3. Only Mobile Gen event (No DG Meter)



Mobile Generation- EDI

Ignore Loop EDI Transactions

We have 3 different Ignore Loop scenarios:

Scenario #1. Only DG meter present (No Mobile Gen event)

This is the **existing process** where we send the Ignore Loop for DG customer surplus generation REF~JH~I.

Billing Cycle dates: 05/15/2023 – 06/14/2023

Beginning Read **18900**

Ending Read **19652** = **752**kwh

Only the 1st Ignore Loop is utilized.

REF|JH|I

REF|MT|KHMON

QTY|QD|**752**

MEA|AA|PRQ|**752**|KH|**18900**|**19652**|51



Mobile Generation- EDI

Ignore Loop EDI Transactions

Scenario #1 EDI Testing Sample:

H.ST	ST 867 0001
H.BPT	BPT 01 123456789120230614203300196991 20230725 DD 940000098120
H.REF	REF Q5
H.REF	REF SR ERCOT
H.N1.N1	N1 8S AEP TEXAS CENTRAL 1 007924772 41
H.N1.N1	N1 AY ERCOT 1 183529049 40
H.N1.N1	N1 SJ
B.PTD.PTD	PTD PL MG 162841038
B.PTD.DTM	DTM 150 20230515
B.PTD.DTM	DTM 151 20230614
B.PTD.REF	REF JH DTM02 - Date
B.PTD.REF	REF MT KHM0N
B.PTD.QTY.QTY	QTY QD 752
B.PTD.QTY.MEA	MEA AA PRQ 752 KH 18900 19652 51
B.PTD.QTY.MEA	MEA MU 1

1st Ignore Loop
REF|JH||
752 kwh DG customer surplus
generation



Mobile Generation- EDI

EDI Transactions

Scenario #2. Customer has **DG** meter data during a **Mobile Generation** event.

Customer Billing Cycle Dates from 05/15/2023 to 06/14/2023

1st ignore loop for DG surplus generation.

Start Read **18900** End Read **19652** = **752**kwh

REF|JH|I

REF|MT|KHMON

QTY|QD|**752**

MEA|AA|PRQ|**752**|KH|**18900**|**19652**|51

Then a **2nd ignore loop** for Mobile Generation kwh consumption “to be adjusted out of usage reported for billing purposes”.

MDM reports to the MACSS Billing Team that Mobile Gen event Start Reading **01500** End Reading of **01600**.

Billing Cycle Start Read	01000	Cycle End Read 02000	= 1000 kwh
Mobile Gen event Start Reading	01500	Event End Reading 01600	= - 100 kwh TEEEF Adjustment <i>in ignore loop</i>
			= 900 kwh Total Billable Usage

REF|JH|I

REF|MT|KHMON

QTY|QD|**100**

MEA|AA|PRQ|**100**|KH|**01500**|**01600**|51

Mobile Generation- EDI

Ignore Loop EDI Transactions

Scenario #2 EDI Testing Sample:

H.ST	ST 867 0003
H.BPT	BPT 05 94000009812023071917092247974
H.REF	REF Q5 100327894-██████████
H.REF	REF SR ERCOT
H.N1.N1	N1 8S AEP TEXAS CENTRAL 1 007924772
H.N1.N1	N1 AY ERCOT 1 183529049 40
H.N1.N1	N1 SJ ████████████████████
B.PTD.PTD	PTD PL MG 162841038
B.PTD.DTM	DTM 150 20230515
B.PTD.DTM	DTM 151 20230614
B.PTD.REF	REF JH
B.PTD.REF	REF MT KHMON
B.PTD.QTY.QTY	QTY QD 752
B.PTD.QTY.MEA	MEA AA PRQ 752 KH 18900 19652 51
B.PTD.QTY.MEA	MEA MU 1
B.PTD.PTD	PTD PL MG 162841038
B.PTD.DTM	DTM 150 20230515
B.PTD.DTM	DTM 151 20230612
B.PTD.REF	REF JH A
B.PTD.REF	REF MT KHMON
B.PTD.QTY.QTY	QTY QD 69
B.PTD.QTY.MEA	MEA AA PRQ 69 KH 18631 18700 51
B.PTD.QTY.MEA	MEA MU 1
B.PTD.PTD	PTD PL MG 162841038
B.PTD.DTM	DTM 150 20230612
B.PTD.DTM	DTM 151 20230613
B.PTD.REF	REF JH
B.PTD.REF	REF MT KHMON
B.PTD.QTY.QTY	QTY QD 100
B.PTD.QTY.MEA	MEA AA PRQ 100 KH 18700 18800 51
B.PTD.QTY.MEA	MEA MU 1

1st Ignore Loop
REF|JH||
752 kwh DG customer surplus generation

2nd Ignore Loop
REF|JH||
100 kwh Mobile Generation adjustment



Mobile Generation- EDI

EDI Transactions

Scenario #3. Only **Mobile Generation** event (No DG Meter)

"If there are multiple REF~JH~I loops in the transaction, ERCOT will only read and settle using the first REF~JH~I encountered in the transaction."

Even though the customer does NOT have a DG meter we will send an empty 1st ignore loop as a "Place Holder" for the DG surplus generation loop, so that our Mobile Gen event ignore loop will not be the first ignore loop.

This Place Holder ignore loop will not have any data. No DTM Dates, No QTY Usage, No MEA Readings.

PTD|PL

REF|JH|I

Then a 2nd ignore loop for Mobile Generation kwh consumption "to be adjusted out of usage reported for billing purposes".

MDM reports to the MACSS Billing Team that Mobile Gen event Start Reading **01500** End Reading of **01600**.

Billing Cycle Start Read	01000	Cycle End Read	02000	= 1000 kwh
MDM event Start Reading	01500	Event End Reading	01600	= - 100 kwh TEEEF Adjustment <i>in ignore loop</i>
				= 900 kwh Total Billable Usage

REF|JH|I

REF|MT|KHMOM

QTY|QD|**100**

MEA|AA|PRQ|**100**|KH|**01500**|**01600**|51

Mobile Generation- EDI

Ignore Loop EDI Transactions

Scenario #3 EDI Testing Sample:

H.ST	ST 867 0002	
H.BPT	BPT 00 942551922020230719150356472057 20230725 DD	
H.REF	REF Q5 100327894	
H.REF	REF SR ERCOT	
H.N1.N1	N1 8S AEP TEXAS CENTRAL 1 007924772 41	
H.N1.N1	N1 AY	
H.N1.N1	N1 SI	
B.PTD.PTD	PTD PL	1st Ignore Loop "Place Holder"
B.PTD.REF	REF JH	REF JH
B.PTD.PTD	PTD PL MG 137952381	No DTM Dates
B.PTD.DTM	DTM 150 20230619	No QTY kwh
B.PTD.DTM	DTM 151 2023071	No MEA Readings
B.PTD.REF	REF JH A	
B.PTD.REF	REF MT KHMON	
B.PTD.QTY.QTY	QTY QD 798	
B.PTD.QTY.MEA	MEA AA PRQ 798 KH 133602 134400 51	
B.PTD.QTY.MEA	MEA MU 1	
B.PTD.PTD	PTD PL MG 137952381	2nd Ignore Loop
B.PTD.DTM	DTM 150 20230715	REF JH
B.PTD.DTM	DTM 151 20230716	100 kwh Mobile
B.PTD.REF	REF JH	Generation Adjustment
B.PTD.REF	REF MT KHMON	
B.PTD.QTY.QTY	QTY QD 100	
B.PTD.QTY.MEA	MEA AA PRQ 100 KH 134400 134500 51	
B.PTD.QTY.MEA	MEA MU 1	
B.PTD.PTD	PTD PL MG 137952381	
B.PTD.DTM	DTM 150 20230716	
B.PTD.DTM	DTM 151 20230719	
B.PTD.REF	REF JH A	
B.PTD.REF	REF MT KHMON	
B.PTD.QTY.QTY	QTY QD 1102	

Mobile Generation



Communication



A Market Notice will be issued advising of the Mobile Generation Event, and a Market Call will be set up to answer any questions REPs may have.

AEP Texas Account Managers will reach out to REPs who have impacted customers and will provide them with a list of those impacted customers so they can prepare for the 867_03 adjusted usage ignore loops.



Mobile Generation

CONTINUOUS IMPROVEMENT

- AEP Texas will continue to work with Market Participants to develop an ERCOT-wide process for addressing the requirements.
- Proposed Texas SET 5.0 item to allow modification of 867_03 REF~JH~I ignore loop segment - to REF~JH~**M** to help differentiate ignore loops for **Mobile Generation** vs. **Surplus Generation**
- Awaiting an official PUC Rule making on Mobile Generation for any potential changes to our current process

Questions?





Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023



DER Update

David Vignes, Alternative Energy Mgr.

Rosalba Epps, Alternative Energy Coordinator



AEP Texas Alternative Energy Team

Alternative Energy Resource Manager

David Vignes
325-657-2801 / 325-262-6593
dvignes@aep.com

Alternative Energy Engineer

Roel Pena (**DER Industrial Projects**)
956-721-3010 / 956-285-5445
rapena@aep.com

Alternative Energy Coordinator Sr.

Rosalba Epps
325-481-3511 / 325-249-2418
raepps@aep.com
English/Spanish

Alternative Energy Coordinator

Teresa Garcia (RGV District West)
956-626-2808
trgarcia@aep.com
English / Spanish

Abilene District

Lynnsi Nichols
361-826-2881
lmnichols@aep.com

Corpus Christi District

Chantel Hixon
325-657-2725
cvhixon@aep.com

Laredo District

Alma Esquivel
956-626-2809 / aiesquivel@aep.com
Mary Newman
325-657-2861 / mcnewman@aep.com

San Angelo District

Vicky Garlick
325-481-3512
vgarlick@aep.com

RGV East

Wendy Gonzalez
956-626-2810
wgonzalez@aep.com

RGV West

Jessica Ibarra
956-657-2722
jlibarra@aep.com

Distributed Energy Resources – Small Commercial & Residential Projects

361-881-5333

der_aeptexas@aep.com – general inquiries / project information

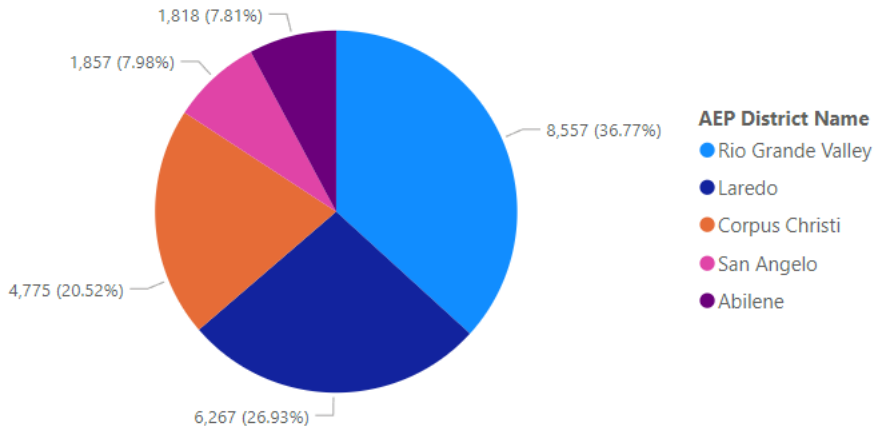
www.aeptexas.com/clean-energy/

www.aep.powerclerk.com – for submission of Interconnection Applications

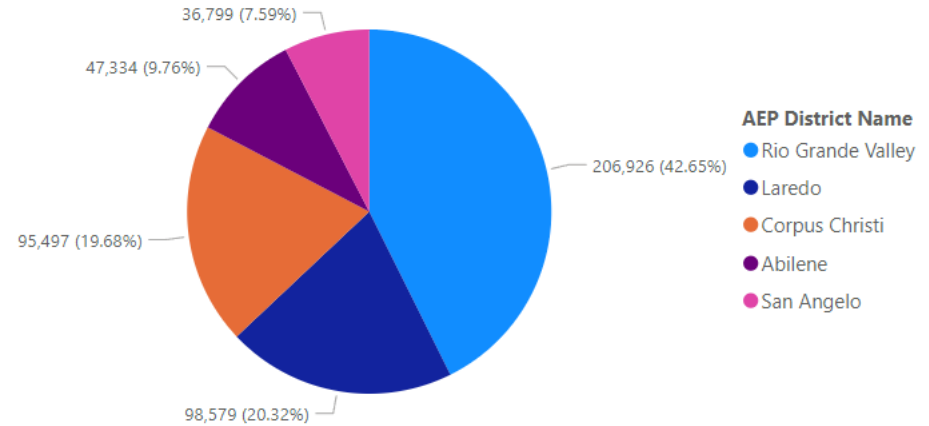


DER Residential & Small Commercial Historical Data

AEP Texas - DER In Service

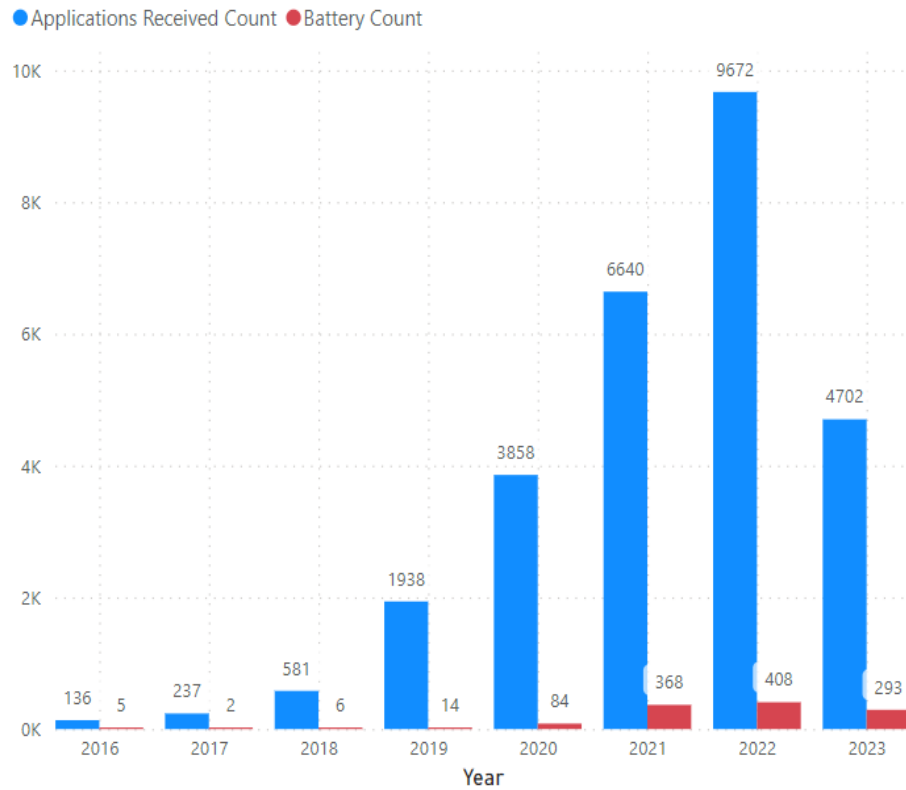


AEP_District_Name	Project Number Count
Abilene	1,818
Corpus Christi	4,776
Laredo	6,267
Rio Grande Valley	8,558
San Angelo	1,859
Total	23,278

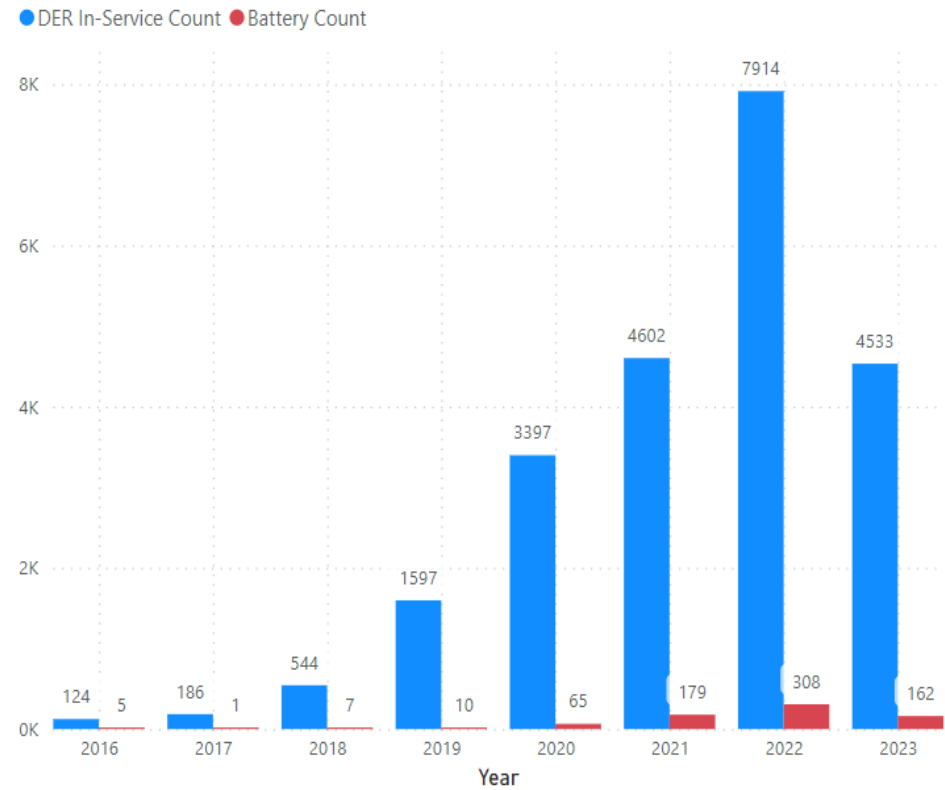


AEP_District_Name	Sum of Total System Capacity (kW-AC)
Rio Grande Valley	206,925.67
Laredo	98,579.22
Corpus Christi	95,496.95
Abilene	47,334.21
San Angelo	36,799.24
Total	485,135.29

Applications Received By Year



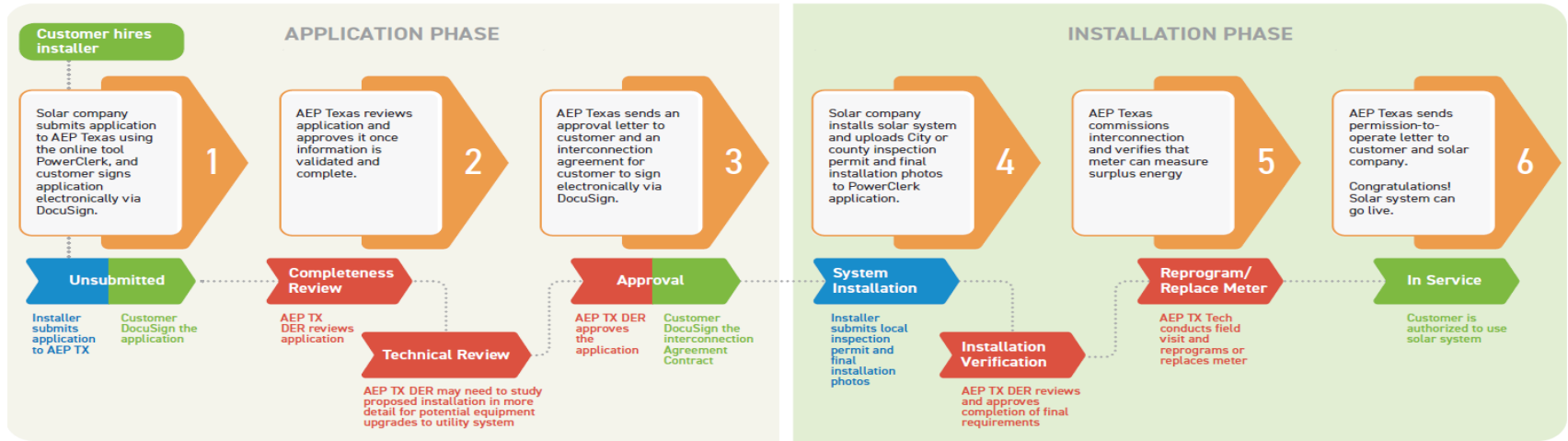
Applications In Service By Year





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AEP Texas Interconnection Process



Averages for Applications Submitted Comparison

Milestone	2022	2023
Submission	9.2	6.4
Received App	17.2	12.6
Verification & Approval	22.7	11
Sign IA	35.6	27.3
Cust Installation	65	38
Verify Install	9.1	8.2
Commissioning Mtr	7.2	6.5
Total Days from Subm to In Svc	166	110
Total Time in Customer's Hands	109.8	71.7
Total Time in AEP Texas' Hands	56.2	38.3



ADER – Aggregated DER

- Authorized by 16 Texas Administrative Code (TAC) § 25.361(k)
- This Pilot Project is intended to provide a means for Premises with any combination of generation, energy storage technologies, or controllable load with the capability of 1 MW or less to participate in the ERCOT wholesale markets.
- Energy from ADERs will be settled in accordance with the ERCOT Nodal Protocols regarding ALR energy settlement, and the Load Zone price will be used for settlement of energy.
- <https://www.ercot.com/mktrules/pilots/ader>



ADER – Aggregated DER

- Any new developments
- PUCT or legislation updates



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Welcome to the 2023 AEP Texas Competitive Retailer Relations Workshop

November 8, 2023

BREAK





REP Desk Update and MFA Update

Jesse Macias

Manager Competitive Retail Relations

Garrett Hodge

Market Specialist Associate

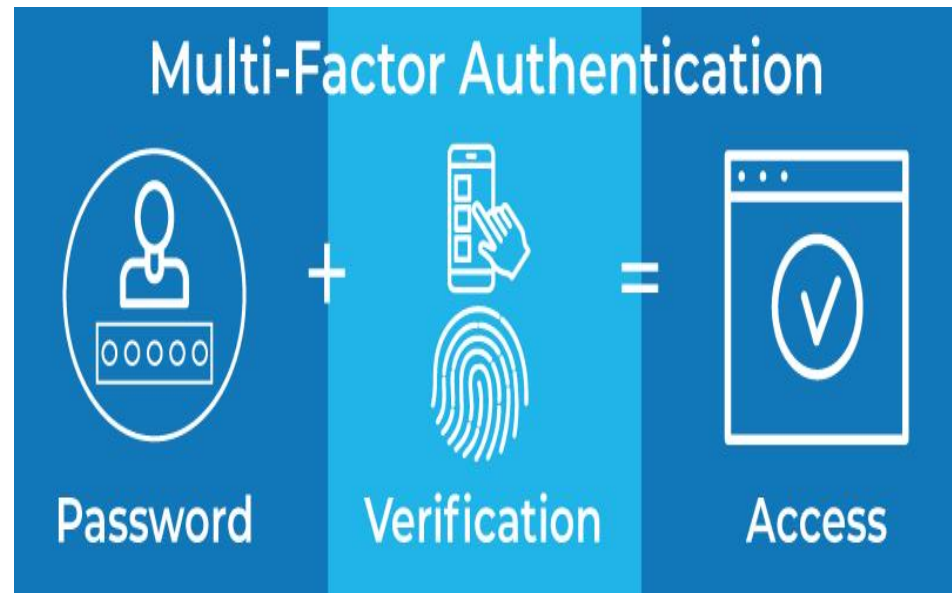


What's new?

- As of 10/9/23 you'll encounter a new version of RepDesk and UsageHub when Logging in.
- MFA implementation is now standard with every login. The main benefit of MFA is it will enhance your organization's security by requiring your users to identify themselves by more than a username and password.
- Much of the internal interface has not changed but reps and users will have more flexibility to create accounts, reset passwords, and customize their login verification methods.

What is MFA?

- MFA will be implemented via OKTA.
- It'll add on another layer of security for users and better protect customer information, while verifying login entries.
- The verification will be available through the app. (Available in Android and IOS)



What are the benefits of MFA?



To allow a level of security to both users and AEP



Allows users to make usage requests and reps to pull data and submit Safety Nets with a greater degree of flexibility.



It enhances productivity for Market Specialists.

Why it matters.

- Passwords no longer have the degree of security they used to.
- Multiple profiles and sensitive data can be tied to a single account or password i.e., Google, Microsoft.
- Reduces risk of breaches and costs associated with it.
- Reduces accounts being locked out.





How to does one obtain MFA?

- Porting over existing accounts
- Creating new accounts.

Create User Account

Login	<input type="text"/>	*
First Name	<input type="text"/>	*
Middle Name	<input type="text"/>	
Last Name	<input type="text"/>	*
Degree	<input type="text"/>	
Password	<input type="password"/>	*
Confirm Password	<input type="password"/>	*
E-mail	<input type="text"/>	*
Phone 1	<input type="text"/>	
Phone 2	<input type="text"/>	
Default Product	Select Product: <input type="text"/>	▼



Video tutorial

<https://www.youtube.com/watch?v=izJN72LW-dk>




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BOUNDLESS ENERGY™



WELCOME

Jesse Macias

edit profile 



REP Desk



Chat

LOGOUT

The AEP Texas CR Workshop will be held on Nov. 8th!

Customer Lookup

Please Enter a single ESI ID or Meter Number in the field below to look up a customer.

SEARCH

[Advanced Search](#)

Service Orders

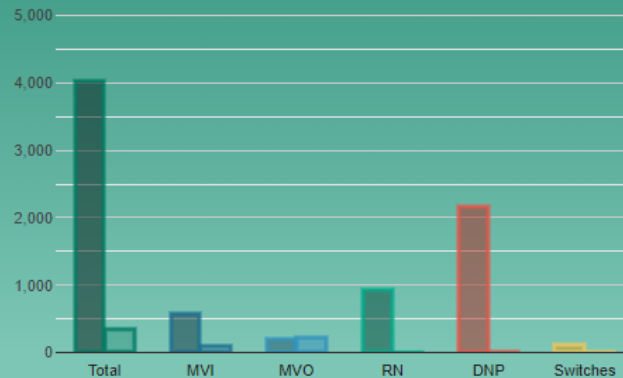
4588
Total Orders

361
Pending

4043
Complete

SUMMARY

Graph shows today's orders from midnight to current time.

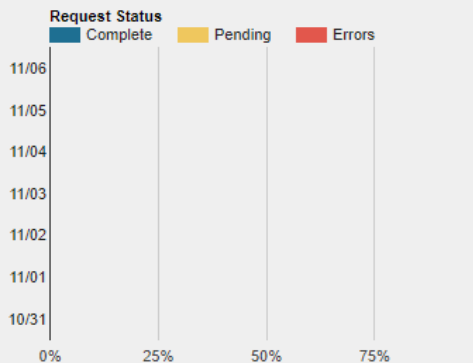


Safety Net

Click below to create a new request or to view previous requests.

NEW REQUEST

ARCHIVE



Graph shows requests for current user. See [archive](#) for all requests.

Historical Usage Request

Enter up to 250 ESI IDs

Input field for ESI IDs

Click here for REP of Record Request

REQUEST

[Archive](#)

Applications

Dashboard

Bulletin Board

Customer Lookup

Historical Usage

ODR Archive

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User Management

Group Management

More Resources

Report a Problem for REP Desk

Permit Info

Facts at a Glance

Report an Outage

Documentation

Contact Us

REP Desk User Guide

Run Reports

ERCOT

SMT

SWAMI

AEP Texas

Create ESI ID

Manage Resource Links

Tampering Search

Please enter a single ESI ID in the field below to look up Tampering Evidence.

Please enter a single ESI ID

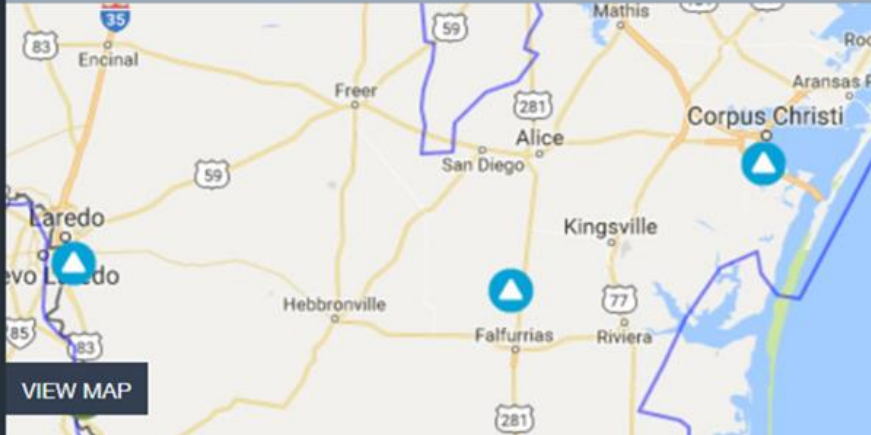
SEARCH

[Archive](#)

On Demand Read



View Outages in Your Area



REP Desk

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Jesse Macias


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Applications

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- [Bulletin Board](#)
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- [Safety Net](#)
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[Doing Business with AEP Texas](#)



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SEARCH
Advanced Search

Service Orders

4588

Total Orders

361

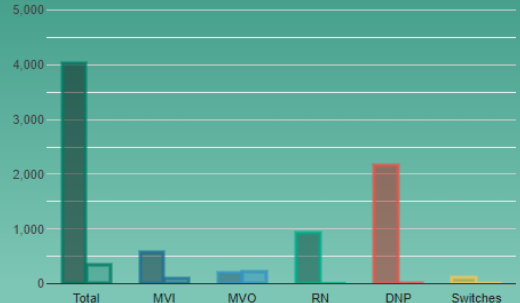
Pending

4043


Complete

SUMMARY

Graph shows today's orders from midnight to current time.



Category	Count
Total	4588
MVI	~500
MVO	~200
RN	~1000
DNP	~2200
Switches	~100



Chat

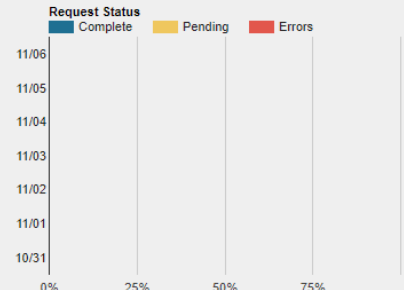
LOGOUT

Safety Net

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NEW REQUEST

ARCHIVE



Graph shows requests for current user. See [archive](#) for all requests.

Historical Usage Request

Enter up to 250 ESI IDs

[Click here for REP of Record Request](#)

REQUEST
Archive



REP Desk

AMI Meter Code	Critical Care	CC Exp Date	Tariff	Load Profile	Cycle	Next Read Date	Liability Start Date
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	3	2023-12-01	2019-07-31
AMSR	NO		820	RESHIPV_SOUTH_IDR_WS_NOTOU	3	2023-12-01	2022-03-14
AMSM	NO		820	RESHIPV_SOUTH_IDR_WS_NOTOU	4	2023-12-04	2021-09-18
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	20	2023-11-27	2022-03-02
AMSR	NO		820	RESHIPV_SOUTH_IDR_WS_NOTOU	17	2023-11-20	2022-02-09
AMSR	NO		820	RESLOWR_SOUTH_IDR_WS_NOTOU	20	2023-11-27	2020-02-27
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	11	2023-11-10	2020-02-21
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	11	2023-11-10	2020-12-08
AMSR	NO		820	RESLOWR_SOUTH_IDR_WS_NOTOU	5	2023-12-05	2020-03-25
AMSR	NO		820	RESHIWR_SCENT_IDR_WS_NOTOU	6	2023-12-06	2020-11-16
AMSM	NO		820	RESHIPV_SOUTH_IDR_WS_NOTOU	18	2023-11-21	2021-11-16
AMSR	NO		820	RESLOWR_SOUTH_IDR_WS_NOTOU	21	2023-11-28	2022-03-31
AMSM	NO		820	RESHIWR_SCENT_IDR_WS_NOTOU	18	2023-11-21	2022-06-15
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	2	2023-11-30	2020-11-13
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	13	2023-11-14	2020-12-21
AMSR	NO		820	RESHIPV_WEST_IDR_WS_NOTOU	16	2023-11-17	2020-10-15
AMSR	NO		820	RESHIWR_SOUTH_IDR_WS_NOTOU	2	2023-11-30	2020-03-12
AMSR	NO		820	RESHIPV_SOUTH_IDR_WS_NOTOU	13	2023-11-14	2022-08-29
AMSR	NO		820	RESLOWR_SOUTH_IDR_WS_NOTOU	6	2023-12-06	2020-10-08

22	10032789400000001	146 Any Street	MISSION	TX	78572-	123456808	Energized	HIDALGO	NO	AMSR
23	10032789400000001	147 Any Street	PORTLAND	TX	77070-2025	123456800	Energized	CALHOUN	NO	AMSR

- Service Orders
- Switch Hold Report
- Analytics
- User Management
- Group Management

Juarez Power	10987654321	2,475	2,465	
Garrett Electric	63753094321	12,802	12,759	
Hunt Enterprises	65465163268	14	14	
Dee dee Von Light	11235654654	177	177	



REP Desk

WELCOME

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Applications

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- [Bulletin Board](#)
- [Customer Lookup](#)
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- [ODR Archive](#)
- [Safety Net](#)
- [Service Orders](#)
- [Switch Hold Report](#)
- [Analytics](#)
- [User Management](#)

REP Desk

[Chat](#) [LOGOUT](#)

The AE [edit](#) [close](#)

Service Orders

Start Date: 2023-11-06 [calendar](#) End Date: 2023-11-06 [calendar](#)

AFFILIATED REPS

[SEARCH](#) [RESET](#) [DOWNLOAD](#)

Service Order Type	Total	Completed	Pending	Cancelled	Rejected	UnExecuted	Pending w/Hold
Total	5314	4654	451	2	158	41	8
Disconnect	2277	2194	11	0	45	27	0
Move In	955	752	160	0	33	2	8
Move Out	570	284	273	1	5	7	0
Reconnect	1335	1255	3	1	73	3	0
Switch	177	169	4	0	2	2	0



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Applications

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Switch Hold Report

Analytics

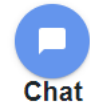
User Management

Group Management

More Resources



REP Desk



LOGOUT

Workshop will be held on Nov. 8th!



Safety Net

Safety Net

Priority Reconnections after DNP

ARCHIVE

Request ID	ESI ID	Primary Affiliation	Status
<input type="text"/>	<input type="text"/>	All	All
User ID	Start Date	End Date	
<input type="text"/>	2022-11-06	2023-11-06	

SEARCH

RESET

Displaying 25 of 2203 items

Created Date	Request ID	User ID	Status	Pending MVI	Results	Original
Wed Nov 01 2023 7:27:33 PM CDT	13609	JesseUser123	Complete	N		
Mon Oct 30 2023 8:05:27 PM CDT	13608	JesseUser123	Complete	N		
Sat Oct 28 2023 8:15:34 AM CDT	13607	JesseUser123	Complete	N		
Fri Oct 27 2023 6:57:42 PM CDT	13606	JesseUser123	Complete	N		



SECTION 9 (B1): LETTER OF AUTHORIZATION FOR THE REQUEST OF HISTORICAL USAGE INFORMATION FORM
(ENGLISH)

Appendix B1

Letter of Authorization for the Request of Historical Usage Information Form (English)

Reference: Section 7.5.1, Overview of the Letter of Authorization for Historical Usage

Date: 11-06-2023 Expiration Date/Unlimited: 11-06-2023



LOGOUT

Chat

held on Nov. 8

WELCO

Jesse Macias

ESI ID	Customer Name	Rate	Zip Code	KW	Actual KWH	Billed KW	TDSP Charges	Start Date	End Date	Meter Cycle	Service Address 1	Service Address 3	Load Profile
10032789400000000	Customer	820	78413	0.00000	1000	0.0	71.15	2022-10-13	2022-11-10	11	123 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000001	Customer	820	78413	0.00000	1500	0.0	72.07	2022-11-11	2022-12-13	11	124 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000002	Customer	820	78413	0.00000	1600	0.0	86.71	2022-12-14	2023-01-16	11	125 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000000	Customer	820	78413	0.00000	1800	0.0	75.41	2023-01-17	2023-02-14	11	126 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000001	Customer	820	78413	0.00000	1700	0.0	56.11	2023-02-15	2023-03-15	11	127 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000002	Customer	820	78413	0.00000	1900	0.0	59.56	2023-03-16	2023-04-14	11	128 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000000	Customer	820	78413	0.00000	1700	0.0	74.64	2023-04-15	2023-05-15	11	129 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000001	Customer	820	78413	0.00000	1600	0.0	87.74	2023-05-16	2023-06-14	11	130 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000002	Customer	820	78413	0.00000	1500	0.0	100.37	2023-06-15	2023-07-14	11	131 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000000	Customer	820	78413	0.00000	1400	0.0	115.80	2023-07-15	2023-08-14	11	132 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000001	Customer	820	78413	0.00000	1300	0.0	136.41	2023-08-15	2023-09-13	11	133 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU
10032789400000002	Customer	820	78413	0.00000	1200	0.0	107.57	2023-09-14	2023-10-12	11	134 Any Street	CORPUS CHRISTI, TX, 78413-2707	RESHIWR_SOUTH_IDR_WS_NOTOU

Historical Usage

ODR Archive

Safety Net

Service Orders

Switch Hold Report

Analytics

User Management

Group Management

Provider Response to Request for Historical Usage, to:
E-mail: REPemail@MaciasEnergy.com

If an attachment is used, please use a separate attachment per TDSP with the ESI IDs that are specific to a TDSP. The TDSP will reject submitted ESI IDs that are not located within the TDSP's territory.

Service Address

ESI ID Number (found on bill)

Date

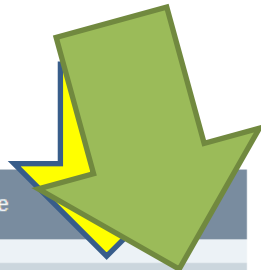
Nov 06 2023



Nov 06 2023



Nov 06 2023



109133

Jesse Macias

AEP Competitive Retailer Relations (999999999)

Mon Nov 06 2023

109132


Jesse Macias

AEP Competitive Retailer Relations (999999999)

Mon Nov 06 2023

WELCOME

Jesse Macias

edit profile 



Bulletin Board

Category:


Tampering Evidence


Keyword


Keyword

Display

 Tampering Evidence

 Tampering Evidence

 Tampering Evidence

 Tampering Evidence

Applications

Dashboard

Bulletin Board

Customer Lookup

Historical Usage

ODR Archive

Safety Net

Service Orders

Switch Hold Report



Bulletin Board Item



Category Tampering Evidence

Priority  Information only

Target C





Creation Date Mon Nov 06 2023

Expire Date Wed Nov 06 2024

Description ESID# [REDACTED]

Details
[REDACTED] BAY CITY
NPA CUSTOMER BROKE BOTH SEALS AND MANUALLY SELF CONNECTED METER & REVPRO
AFFIDAVIT
WORKSHEET
PIC 001 SHOWS METER LOCATION AS FOUND
PIC 002 SHOWS CUT METER CAN SEAL
PIC 003 SHOWS MISSING INNER SEAL
PIC 004 SHOWS METER LOCATION AS LEFT WITH NEW METER


Attachments

Description	File Name	
[REDACTED]	[REDACTED].pdf	
[REDACTED] WORKSHEET	tamp worksheet 2023.xls	
PIC 001 METER LOCATION AS FOUND	001.jpg	
PIC 002 CUT METER CAN SEAL	002.jpg	

CLOSE

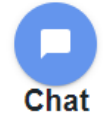
WELCOME

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edit profile 



REP Desk



LOGOUT  

The AEP Texas CR Workshop will be held on Nov. 8th!

ODR Archive

Request ID

Request ID

Displaying 25 Archived

Request ID ▲ ▼

217 J

216 M

215 C

214 J

213

212

ODR Details

Request ID: 215
Meter Number: 123456789
Date: Fri Sep 08 2023 2:14:23 PM CST

UOM	Reading
KWH	42990.000

CLOSE



LIVE READING

213	Bill the Conqueror	123456789	SUCCESS	Tue Jun 20 2023 3:03:36 PM CST
212	Melinda User	123456789	SUCCESS	Tue Jun 20 2023 2:43:46 PM CST

Applications

Dashboard

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Analytics

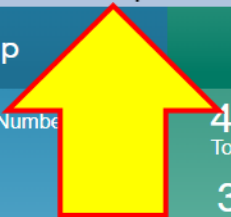
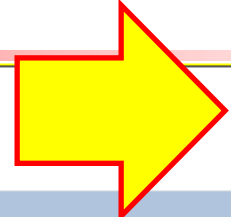
User Management





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REP Desk



WELCOME

Jesse Macias

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Applications

- [Dashboard](#)
- [Bulletin Board](#)
- [Customer Lookup](#)
- [Historical Usage](#)
- [ODR Archive](#)
- [Safety Net](#)
- [Service Orders](#)
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- [Group Management](#)

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REP Desk

Chat
LOGOUT

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Please Enter a single ESI ID or Meter Number in the field below to look up a customer.

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[Advanced Search](#)

Service Orders

4588

Total Orders

361

Pending

4043

Complete

SUMMARY

Graph shows today's orders from midnight to current time.

Category	Count
Total	4000
MVI	600
MVO	200
RN	1000
DNP	2200
Switches	200

Safety Net

Click below to create a new request or to view previous requests.

NEW REQUEST

ARCHIVE

Request Status

Complete
 Pending
 Errors

Graph shows requests for current user. See [archive](#) for all requests.

Historical Usage Request

Enter up to 250 ESI IDs

Click here for REP of Record Request

REQUEST
[Archive](#)



REP Desk

UPDATES:

Ticker tape updates for important upcoming information

- Easy to share quick information where an email is unnecessary.
- Share upcoming changes to the application.

Eliminate data older than 3 yrs /36 months from REP Desk for Historical Usage requests and older than 12 months for Safety Net archives

- Eliminated thousands of old archives providing a quicker response time for HU requests and Safety Nets.

Multi-factor Authentication

***We value your input and suggestions to improve our
REP DESK!***



An AEP Company



**AEP Texas Thanks You for Coming
& Wishes You a Safe Trip Home**

Y'all Come back Next Year!!!!

November 8, 2023

