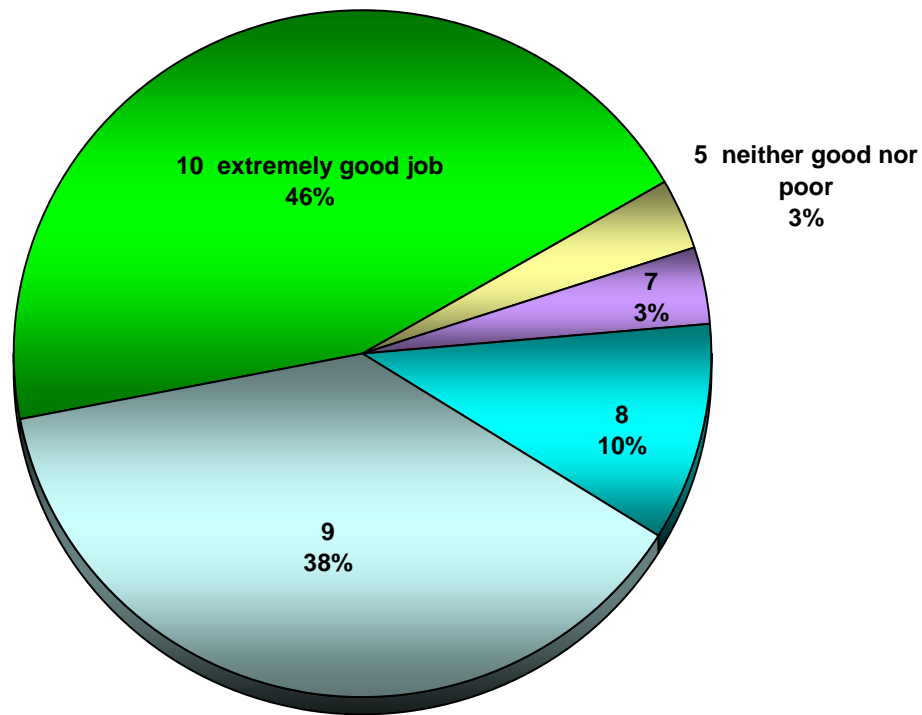


Competitive Retailer Relations CR Workshop 2008



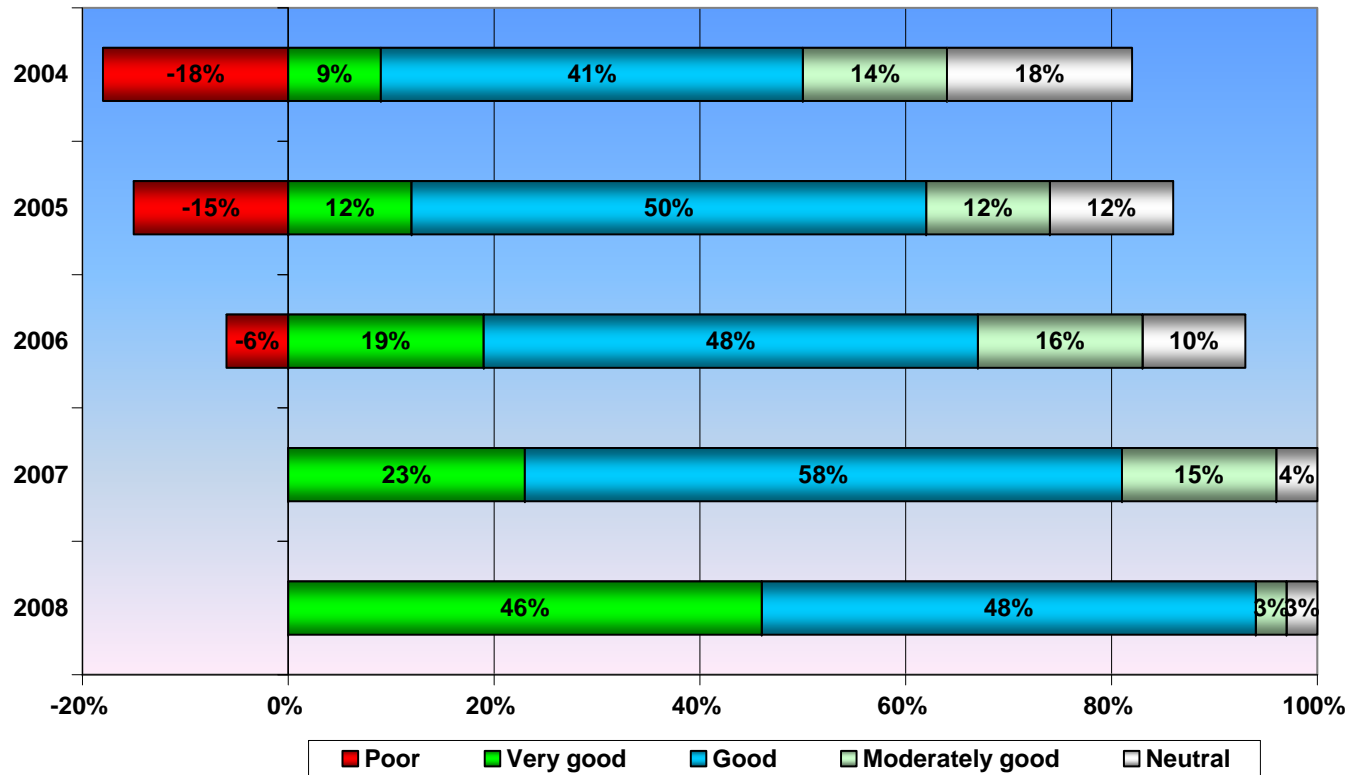
AEP Overall

Overall, how would you rate the general performance of AEP in the past year on a 0 to 10 point scale where 0 stands for very poor, 5 for neutral, and 10 for very good?
(no ratings below 5)



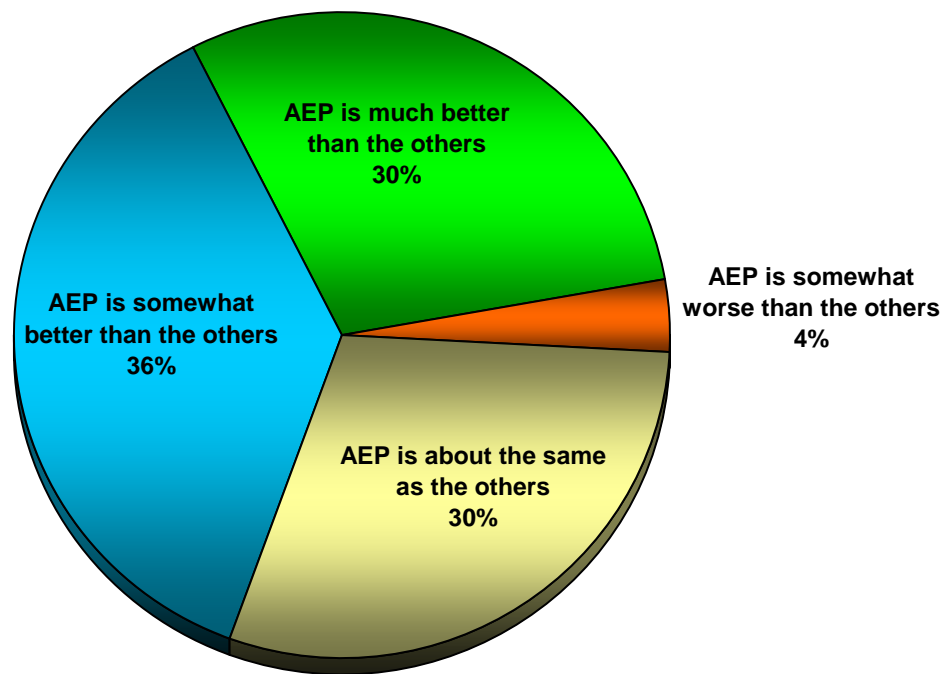
AEP Overall

Overall, how would you rate the performance of AEP Texas in the last year?



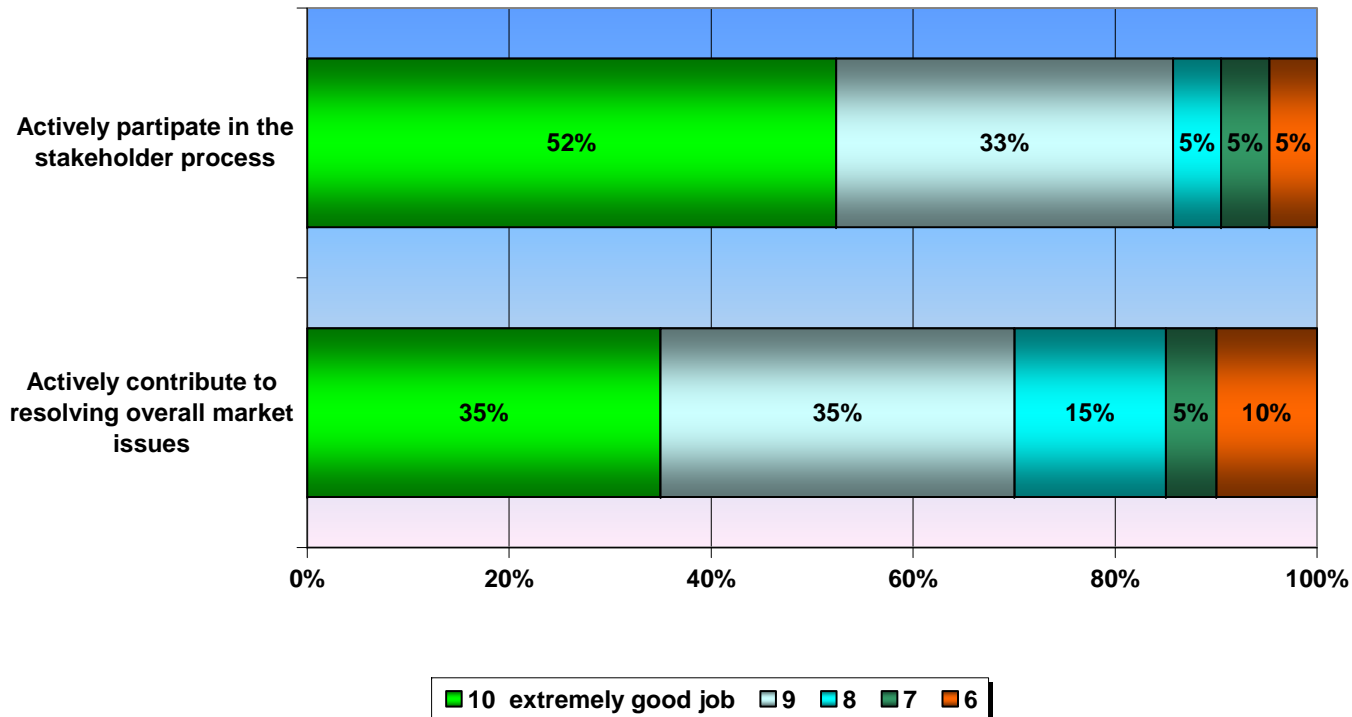
AEP vs Other TDSPs

How would you compare AEP's performance over the past year to the performance of the other TDSP's that you work with on a regular basis? Would you say..



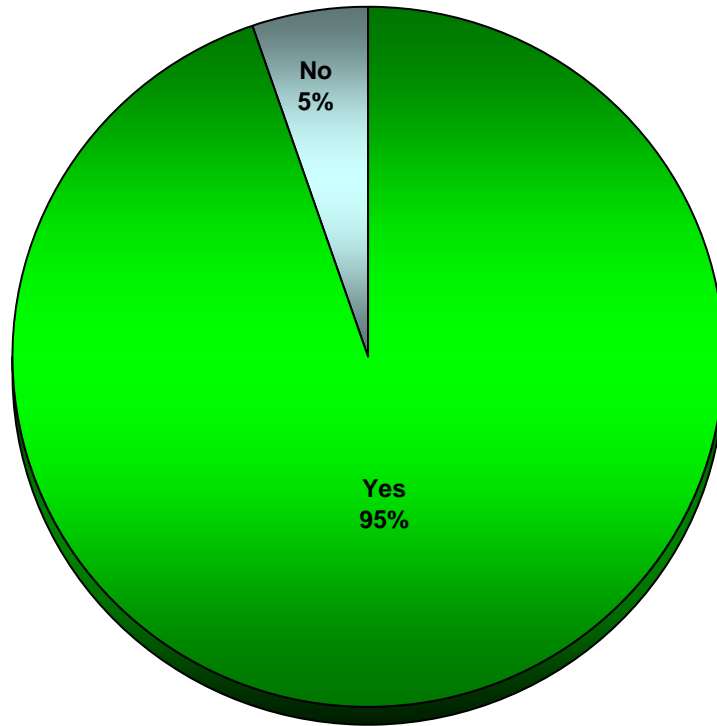
Participation in the Market

Ratings of AEP as an active participant in market process on a 0 to 10 scale
(No ratings lower than 6)

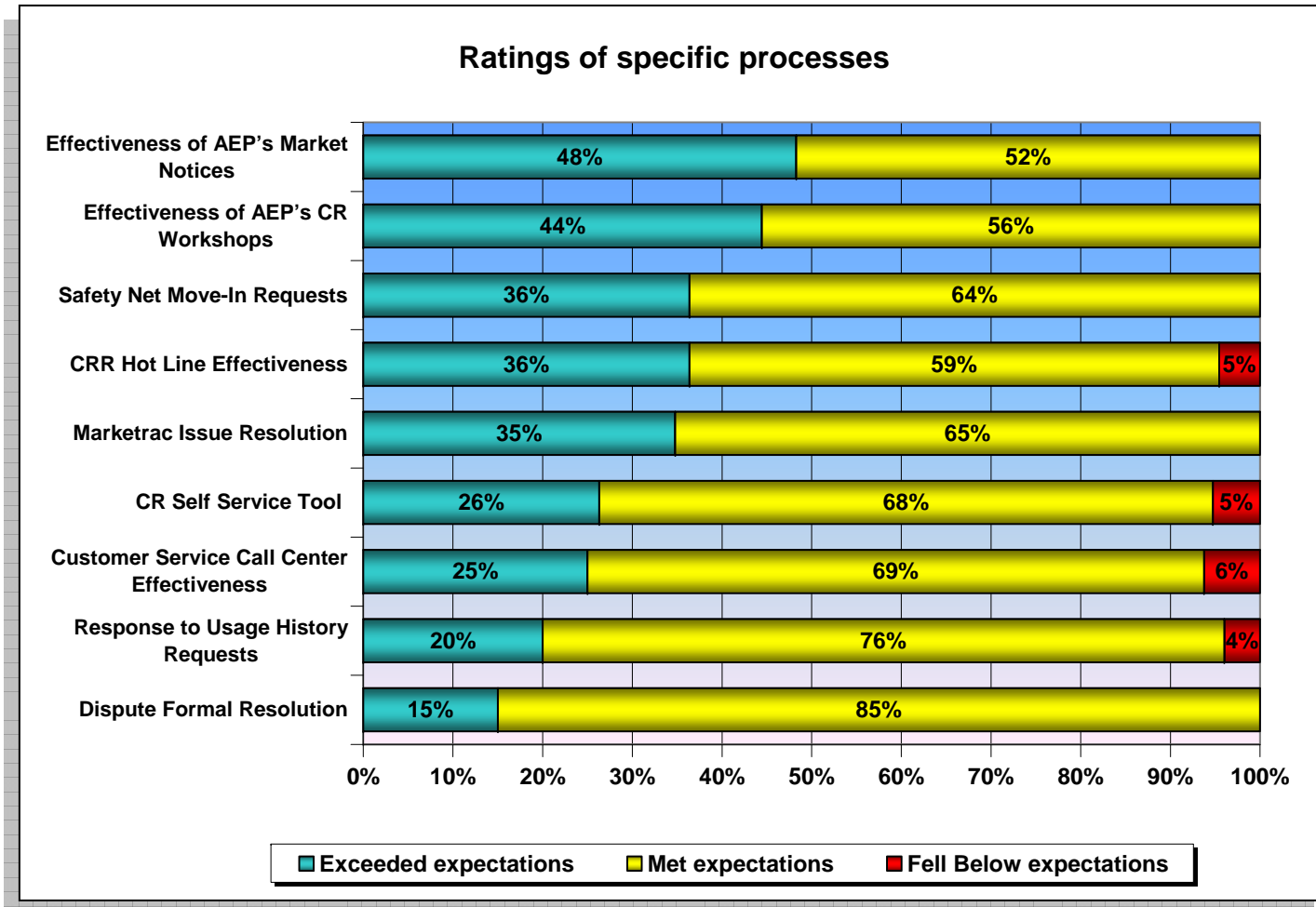


Participation in the Market

Is AEP Texas being considerate of other stakeholder concerns?



Participation in the Market



Request for New Service

October 16, 2008



Overview

- Defining New Service
- Types of New Service Requests
- Understanding Customer and CR Responsibilities
- Understanding AEP Processes and our response to the MVI transaction.



Definition of New Service

- New ESI where no existing AEP facilities (Poles/Wires/Transformers) exist at location.
- New ESI where AEP facilities exist but no meter exist at location.
- Active ESI but no meter at location.



Type of New Service

- Metered Service
 - Lot Temp (for Construction Service)
 - Lot Temp (for Festival type event)
 - Permanent Service (Residential or Commercial)
- Unmetered Service
- Lighting Service
 - Outdoor Lighting (Limited to Non Profits)
 - Street Lighting



Customer Responsibilities

- Provide the following information to create an ESI for new service:
 - The Type of Service Required
 - Physical Address of Premise
 - Contact Name and Phone numbers.
 - Name on the Account
- Contact a REP and request a MVI Transaction
- Satisfy all Customer Requirements
 - Electrical Inspections
 - Any AEP Requirements (Easements, CIAC, etc)



CR Responsibilities

- How a CR can recognize an ESI for new service at AEP?
 - On the Texas Market Link (TML), compare the start date of the ESI to the initial 814.20 transaction and the meter status will be de-energized.



TML View

https://tml.ercot.com

ERCOT Texas Market Link Portal - Microsoft Internet Explorer provided by American Electric Power®

Address: https://tml.ercot.com/tibco/market_activity?catid=fndesiid

Search Companion: What are you looking for? Type your question below. For best results, use complete sentences. Please type your query here, then press <Enter>. Sample question: Buy a book online. You may also want to... Search this computer for files. Change preferences. Search

ESI ID Summary

ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld
10032789459344555	✓	D	3601 Baldwin Blvd		Corpus Christi	78405	No	No	No	SMA	SMA	<input type="checkbox"/>

✓ Selected ESI ID Select All Download Summaries

ESI ID Detail: 1003278945

Address: 3601 Baldwin Blvd
Corpus Christi, TX 78405

Current Status	De-Energized	Utility Name	AEP TEXAS CENTRAL COMPANY	ESI ID Eligibility Date	
Effective Date	Oct 06, 2006	DUNS #	007924772	ESI ID Start Date	Oct 06, 2006
Premise Type	Small Non-Residential	Metered Flag	true	ESI ID Create Date	Oct 06, 2008
POLR Customer Class	Small Non-Residential	Meter Read Cycle	01	ESI ID Retired Date	
		Power Region	ERCOT		
		Station Name	WEST_OSO		
		Station Code	WEST_OSO		

Calculator: First Available Switch Date
Enter Trxn Submission Date: Oct 7 2008 Waiver: Yes GO

ERCOT Process Date: **Tuesday, October 07, 2008**
Last Customer Rescission Date: **Friday, October 10, 2008**
First Avail Switch Date: **Friday, October 10, 2008**



CR Responsibilities

- How a CR can recognize an ESI for new service at AEP?
 - On the AEP Self Service Web Tool, the meter information will not be available.



AEP's Self Service View

https://crss.aep.com

ESI ID Lookup [ESI ID Lookup Home](#) - [Lookup Results](#) - [Details](#)

ESI ID Details [Download](#) [Print](#)

Premise Information

ESI ID:	100327894 [REDACTED]	Status:	De-Energized	Cycle:	19
Address:	[REDACTED] MAPLE LEAF CORPUS CHRISTI TX 78410	Jurisdiction:	CORPUS CHRISTI - Permit Info	Next Read Date:	2008-10-22
Addl. Address Info:	MAPLE HILLS SUB DIV	CSA Agreement:	[RESTRICTED]		
		Tariff:	[RESTRICTED]		
		Load Profile:	[RESTRICTED]		

Functions: **Summary** [EDI 867 Transactions](#) [EDI 810 Transactions](#) [Pending Order History](#)

Liability History			Metered Devices				
Start Date	End Date	CR	Meter Number	Complex	Unit Meas.	Multiplier	# Dials
No information available			No information available				



CR Responsibilities

- How a CR can recognize an ESI for new service at AEP?
 - On ESI for Temporary Service, AEP includes the words “LOT TEMP” as part of the service address.

ESI ID Summary													Print Summaries	?
ESI ID	Found	Status	Street	Address Line 2	City	ZIP	CSA	REP of Record	Open Svc Ord	Premise Type	POLR Customer Class	Select Dwnld		
10032789483336985	✓	D	119 Sandhill Wood Lot Temp		Rockport	78382	No	No	Yes	SMA	SMA	<input type="checkbox"/>		

✓ Selected ESI ID Select All [Download Summaries](#)



CR Responsibilities

- CR should verify that the ESI exists in the ERCOT Portal prior to sending the MVI transaction.
- CR should submit an MVI Transaction to request service with the current date (10/16/08) as the requested date.
 - If all Customer requirements have been met, the order will be scheduled the same day. The order will be worked on or before the 10th business day of the request date.



CR Responsibilities

- If the CR sends the MVI Transaction for a new service request, with two days notice (sent 10/16/08 with request date of 10/20/08) the order will be delayed by two business days unnecessarily. This is assuming that all the customer requirements had been completed (i.e. Electrical inspections, etc).
- CR should monitor their 814.05 or 814.28 to obtain additional information.



AEP Processes

- If an electrical inspection is required and has not yet been received, AEP will send the 814.28 (Permit Req'd) transaction informing the CR the account is holding for City or County Permit.
 - Permit requirements for all City/Counties can be found on our Web site at:
www.aepcustomer.com/customerchoice/texas/providerinformation/PICitySelection.asp
- If an electrical inspection is required and received, AEP will send the 814.04 transaction with a modified request date of 10 calendar days from the original request date.



New Install Process- Permits

AEP Customer : Customer Choice : Texas : Provider Information - Microsoft Internet Explorer provided by American Electric Power

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address <http://www.aepcustomer.com/customerchoice/texas/providerinformation/PICitySelection.asp> Go Links >>

AEP **Customer Choice**

Permit and inspection requirements
Counties and municipalities in Texas may require permits and inspections prior to connection or reconnection of electric service. AEP must receive the permit or inspection before it will connect new service or reconnect service that has been disconnected at the meter.

This database gives information about the permit and inspection rules and procedures for various municipalities and counties in Texas. AEP provides this database as a service to help speed the process of connecting electricity service.

How to use this database

- Select the name of the town or city in which the electric service delivery point (ESI ID) is located.
- If the service delivery point (ESI ID) is not located within an incorporated jurisdiction, please select the name of the nearest city or town located in the same county as the ESI ID. Requirements, if any, for that county will be identified.
- After selection is made press the submit button.

Joaquin

- ▶ [Information for customers](#)
- ▶ [Customer Choice overview](#)
- ▶ [Information for Service Providers](#)
- ▶ [TX: Register with AEP](#)
- ▶ [TX: AEP Customer Choice Holiday Schedule](#)
- ▶ [TX: Customer information authorization form](#)
- ▶ [TX: Current Outages](#)
- ▶ [TX: Meter reading schedules](#)
- ▶ [TX: Permits and inspections requirements](#)
- ▶ [TX: Products provided to AEP's affiliate](#)
- ▶ [TX: Provider handbook](#)
- ▶ [TX: Service area information](#)
- ▶ [TX: AEP SAC04 charge codes](#)
- ▶ [TX: Tariffs](#)
- ▶ [TX: Tariff Summary](#)
- ▶ [TX: Power consumption threshold targets](#)
- ▶ [TX: Priority request codes](#)
- ▶ [TX: CR Workshops](#)
- ▶ [TX: Meter & Service Guide](#)
- ▶ [TX: TDSP Address Descriptors](#)
- ▶ [TX: CR Self Service Website](#)
- ▶ [TX: Distribution Loss Factor Codes](#)

Done Internet



New Install Process- Permits

AEP Customer Choice

Customer Choice

Permit and Inspection Information for Corpus Christi , Tx/501

Inside the City Limits of Corpus Christi , Tx/501 Requirements:

Residential:
No Previous Meter at Premise
Meter Removed from Premise for more than 6 Months
Meter Disconnected at Premise for more than 6 Months
Upgrades/Repairs to existing meter enclosure at premise

Mobile Homes:
No Previous Meter at Premise
Meter Removed from Premise for more than 6 Months
Meter Disconnected at Premise for more than 6 Months
Upgrade/Repairs to existing meter enclosure at Premise

Non-Residential:
No Previous Meter at Premise
Meter Removed from Premise
Meter Disconnected at Premise for more than 24 hours, excluding weekends and Holidays
Upgrades/Repairs to existing meter enclosure at premise

Special Conditions:
Any meter disconnected due to a fire will require an inspection.

After hours emergency repairs to existing enclosures will not require an inspection before issuing a reconnect order. An

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- TX: Distribution Loss Factor Codes



Possible Delays

- AEP Construction Required (ECON)
 - Customer not ready (ECUR)
-
- Order Status can be found on the AEP Self Service Web Tool.



AEP Construction Required

- The construction process has several steps and the work will not begin until all requirements have been met by the customer such as:
 - Signing a Delivery Service Agreement
 - Providing an Easement (if req'd)
 - Paying Contribution In Aid of Construction (CIAC) (if req'd)



AEP Construction Required

- If AEP Construction is not completed within 10 Business Days from the original requested date, the MVI transaction will be completed unexecutable and AEP will notify the CR by email when to resend a new MVI transaction.



Customer Not Ready

- At times, the customer's equipment may not meet standards set by the National Electric Safety Code (NESC), such as:
 - Height of Overhead Weather head
 - Missing Ground Rod
 - Holes in Meter Enclosure
- AEP Texas will not make connections until all the NESC standards are met. The customer or their agent will be informed how to correct substandard construction.



Customer Not Ready

- If repairs are not completed within 10 Business Days from the original requested date, the MVI transaction will be completed unexecutable.
- CR should contact their customer to verify the status of the repairs and resubmit a new MVI Transactions when the repairs have been completed.



Where to Get More Information

- AEP Texas Provider Handbook.
- AEP Texas's Website
- Contact your AEP CRR Account Manager with any questions.



Questions

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