

AEP-Texas Competitive Retailer Workshop

September 27, 2006

AEP TEXASSM
A unit of American Electric Power

The background of the slide features a faded image of an electrician wearing a hard hat and safety gear, working on a meter mounted on a utility pole. Behind the electrician, a large American flag is waving. The overall scene is set against a light blue sky.

Meter Diversion

Jack Herndon, Manager MRO

Rock Martinez, Revenue Protection Specialist

Martin Magana, Revenue Protection Specialist

Revenue Protection

- Safety for the general public and employees
- Financial responsibility to Competitive Retailers, consumers and AEP

AEP Revenue Protection Coordinators

- Lisa Freeman – San Angelo, TX
- Martin Magana – Corpus Christi, TX
- Rock Martinez – McAllen, TX

Meter Box Seals

- Safety and public protection
- Key to the cash register (TDU and CR)
- Primary clue of possible tampering

Seal Colors

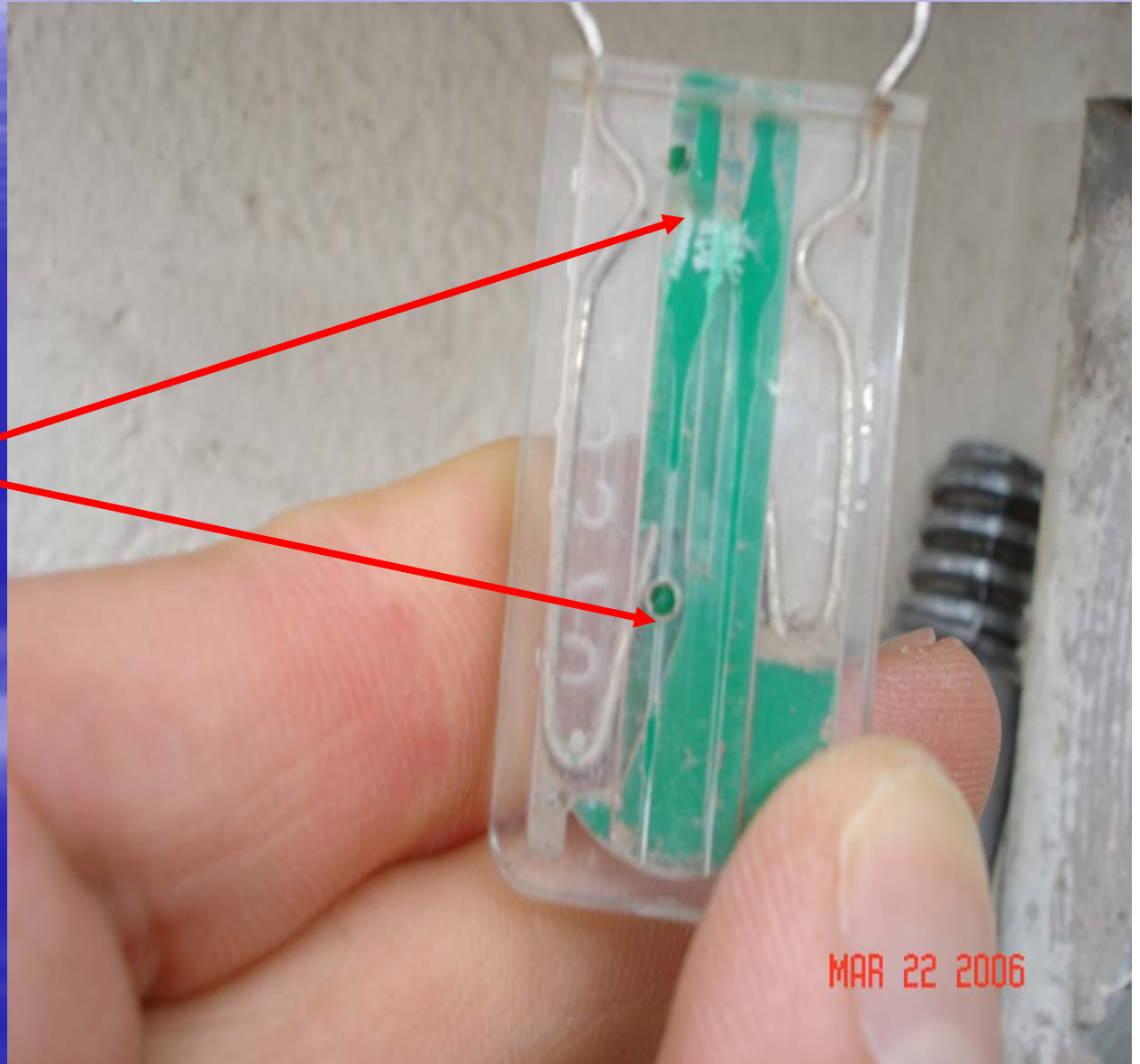
- Green – active account
- Red – inactive account
- Yellow – temporary (meter readers)
- Black – meter department
- Blue – contractors

Clues to seal tampering

- Holes/cracks in plastic body
- Cloudy areas in plastic body
- Melted or cut areas in plastic body
- Abnormal shape of wire loop
- Cut wire loop
- Wrong color
- Wrong seal type or insignia

Tampered seal

- Customer drilled holes in seal to open and close without cutting
- Turned meter upside down to run meter backwards



Common tampering techniques

- Stolen meter
- Magnets
- Wire tap on service
- Inverting meter
- Debris, foreign objects inside glass
- Potential link
- Internal – gears, disc, dial hands, adjustment screws
- Load (customer) wires connected to line (AEP)
- Jumpers – wires connecting AEP connection to customer connection

Disconnect for Non-Pay

- Seal and locking devices broken off by customer



Cooperation

- Police Departments
- Housing Authorities
- District Attorneys
- Fire Departments
- City Inspectors
- Apartment Managers
- AEP Field Personnel
- AEP Customer Solution Center
- Competitive Retailers

Questions ?



Safety Net Move Ins

Blake Gross

Sr. Business Standards Consultant

Safety Net Move Ins

- A manual workaround process
- Purpose
 - Ensures that a Customer receives electric service in a timely manner
 - Establishes the REP rights and responsibilities to serve a Customer at premise identified
 - Supports P.U.C. Substantive Rule 25.487, Obligations Related to Move-In Transaction

Safety Net Move Ins

- Not used to bypass standard rules and processes
- Not used to support same day credit reconnects
- REP may use to support standard or priority MVI requests and for Customer's of all classes
- Is used only when no "accept" response or "permit requirement" notification has been received for a submitted Move-in request

Safety Net Move Ins

- The REP may submit a safety net spreadsheet for:
 - Standard Move-Ins: MVI's submitted at least 2 Business Days prior to the requested date; or
 - Priority Move-Ins: Customer has requested same day or next day service and is willing to pay applicable fees

Safety Net Move-Ins

- Standard Safety Net Move-In Procedures
 - One day prior to the Customer's requested Move-In date
 - Between the hour of 11am and 12pm CPT
 - Submit completed spreadsheet inclusive of the requested date from the original 814_16 Move-In and the BGN02 transaction identifier
 - via email with "Safety Net" in the subject line

Safety Net Move-Ins

- Subject line can also reflect an action to:
 - UPDATE the TDSP of change in BGN02 identifier
 - CANCEL a request, although if an order has been completed the TDSP may charge the REP a trip charge
 - And, from the TDSP, provide a RESPONSE to the REP of the status of the request

Safety Net Move-Ins

- Priority Safety Net Requests
 - Submitted no earlier than 2pm CPT on the requested date in the EDI Priority Move-In
 - Used when the CR has not received the “accept” or “permit required” transaction
 - Submit request via email with “PRIORITY” in the subject line
 - All Priority Move-Ins completed on same day or next day will have a Priority Fee applied

Safety Net Move-Ins

- TDSP RESPONSE Spreadsheets
 - If the TDSP does not have an electronic transaction to respond to, the TDSP will notify requesting CR when a request could not be completed due to invalid ESI ID, missing information or of permit requirement within 1 business day
 - If request is completed as “un-executable”, and there is no electronic transaction, the TDSP will inform REP within 2 days

Safety Net Move-Ins

- If Move In transaction is rejected by ERCOT, the REP must resubmit by next day with a request date consistent with Safety Net requested Move In date
- The REP is to submit a MarkeTrak after not receiving a response from ERCOT on the Move In request within 48 hours
- If new transaction accepted, UPDATE AEP with new BGN02

Safety Net Move-Ins

- AEP Contact Information
 - Submit spreadsheet requests to :
aepbaoorders@aep.com
 - with .cc to crctx@aep.com

Questions?



Emergency Reconnect Process

Don Lewis

**Supervisor, Market Transaction
Issues**

Purpose

- The Emergency Reconnect process was established to allow a CR to contact AEP Texas and request the immediate reconnection of a customer due to special circumstances.

Requirements

- CR must provide their CRR Account Manager with a list of authorized representatives that can call in emergency orders.
- Allow time for the CRR Account Manager to provide an updated list to CSC.
- CR pre-approves all associated priority fees
- CR must also submit the appropriate electronic transaction

Criteria

- Life Threatening Situation
- PUCT Complaints
- Inadvertent Switches

Life Threatening Situations

- Acceptable Reasons

- Someone living at premise on Oxygen Machine
- Elderly
- Patient recently released from hospital after major surgery.

Life Threatening Situations

- Not Acceptable Reasons
 - Animals are hot
 - Too hot due to no A/C.
 - Fish are going to die
 - Food in the fridge will spoil
 - Asthmatic -needs nebulizer
 - New born baby
 - Insulin in the Fridge
 - Children home alone

Life Threatening Situations

- Order will be issued if:
 - Meter has been disconnected
 - Order was completed on the current date

PUCT Complaint

- Acceptable Reasons
 - PUCT has requested a reconnection from the CR after a complaint was filed.
- Non Acceptable Reasons
 - CR does not have a PUCT Complaint
 - number.
- Order will be issued if:
 - Meter has been disconnected

Other Problems

- Contact CRR Account Manager for assistance
- Caller does not have to be on the authorized list to call CRR

Process

- CR's authorized representative contacts AEP at 1-866-361-8846.
- CR's authorized representative provides CSA with the reason for the emergency request.
- CSA reviews the Emergency Contact List and verifies that the representative is authorized to call. (See Exceptions)
 - If the representative is not listed on the Emergency Contact List, an order will not be issued.

Process

- CSA determines if the reason for the emergency is valid based on criteria provided.
- CSA will contact FRO/DDC
- FRO/DDC will dispatch the order to be worked.

In-Valid Requests

- CR Errors
- Requests by new CRs (except for inadvertent switches)
- Account has been disconnected for more than 24 hours (except for PUCT Complaints).

Alternate Process for Invalid Calls

- Safety Net (Move Ins)
- CRR Hotline-MVI/Reconnects
- CRR Account Manager-Inadvertent transactions can be evaluated by the CRR Account Manager on invalid calls to AEP's Phone Center.

Alternate Process for Invalid Calls

- CRR Hotline MVI/Reconnects-AEP Specialist work with Provider to resolve issues relating to Reconnects and MVI orders. The AEP goal is to educate the Providers on the alternative processes for invalid calls and to reduce the disruption of the scheduled orders on a AEP Technician's truck.

Questions?



Critical Care Critical Load

**Maureen Clanton
Supervisor, Billing and Account
Operations**

Critical Care

New Residential Customers

In accordance with the Substantive Rules (25.497) and the Terms and Conditions (4.3.9), AEP has established the following Critical Care Process:

- The customer notifies CR of their Critical Care situation
- The customer completes the standard PUC Critical Care form and returns back to the CR
- CR verifies the completeness of the form and faxes to Billing and Account Operations (BAO)
- BAO flags the account with the appropriate code
- BAO mails an approval letter to the customer and copies the CR
- AEP sends the 814_20 to ERCOT and CR

Critical Care New Residential Customers

Assumptions

- All forms must be completed properly by customer & physician
- AEP will only deny an application if not completed properly
- Form is valid for one year from date qualified. Initial qualification may exceed 1 year depending on the renewal qualification process.
- Qualification process should take no longer than 7 days.

Critical Care Renewal Process

AEP has established the following Renewal Critical Care Process:

- AEP will deliver a spreadsheet to each CR on November 1st of each year with all Critical Care customers
- The CR is responsible for obtaining a renewed form from their customer.
- The CR will fax or email to BAO the renewed critical care form
- The CR is responsible for noting each account on the spreadsheet as either a renewal or a removal from Critical Care by Dec 31st.
- BAO will update the customer's account accordingly and mail removal letters to the appropriate customers along with a new Critical Care form.

Critical Care

New Temporary Process

When accounts are identified in the field as potential critical care accounts

- BAO will temporarily flag the account as Critical Care for 30 days
- BAO will notify the CR of the potential situation via email
- CR should mail a Critical Care form to Customer
- The appropriate action will be taken depending on CR and Customer's response...ie: set up with a new form or remove because customer took no further action
- BAO will notify CR when this temporary flag is removed.

Critical Care with Regards to Switches

- 1. Current qualified special needs customer switches to a new REP.
- 2. REP sends 814_01 to ERCOT for switch with "N" or blank in special needs field .
- 3. ERCOT sends TDSP 814_03 with "N" or blank in special needs field.
- 4. TDSP sends to ERCOT 814_04 with a "Y" in the special needs field.
- 5. ERCOT sends REP 814_05 with "Y" in the special needs field.

Critical Load Non-Residential Customers

In accordance with the Substantive Rules and the Terms and Conditions, AEP has established the following Critical Load Process:

- AEP maintains the Critical Load qualifications & determinations
- Periodic reviews are performed on these accounts
- AEP will share a list of these accounts with each CR on Nov 1st via the Critical Care spreadsheet

AEP Texas Critical Load Designations

- **Hospitals (CI)**
- **Medical Clinics** – including Medical Office Buildings and Outpatient Treatment Centers; AEP must assume surgeries are taking place
- **Police Stations (PU)**
- **Fire Station (PU)**
- **Texas Department of Transportation (PU)**
- **Waste Water and water pumping stations (PU)**
- **Industrial/Chemical Facilities (CI)** such as refineries, gas pipelines, processing of chemicals or gas – disconnection of these accounts will/may jeopardize public safety if the processes are not shutdown appropriately.
- **Military Facilities (PU)** – Homeland Security facility (this does not include supporting contractors and vendors)
- **Civil Defense accounts (PU)**, i.e., sirens – Homeland Security
- **Governmental Facilities (PU)** – Emergency Recovery Administration
 - **Federal Government** – Department of Defense, Coast Guard Administration Office, Air Operations, Naval Hospitals, Postal Service (main distribution center), Department of Transportation, Jails
 - **County Government** – County Judge Office, County Health Clinic, County Senior Citizens Centers (Day Care), Jails, Constables, County Drainage District, Juvenile Justice Center, Public Works Department, Sheriff's Department, Sewer Plants, Rural Fire Departments, Water Control & Improvement Departments,
 - **City Government** – Police, Public Information office, Public Utilities (solid waste services, gas division, storm water division, Water Filtration Plants, Wastewater Treatment Plants), Senior Community Services, Solid Waste Services, Emergency Repair Service Facilities, Airport, City Hall, Emergency Management Location
- **Communications Facilities** – Required for Homeland Security
 - FAA (PU)– Air Traffic Safety
 - Radio Transmitters/Stations (CI)
 - TV Transmitters/Stations (CI)
 - Cell Phone Towers/Stations (CI)
- **Traffic Signals (PU)**
- **Railroad Crossings (CI)**
- **Prisons (PU)**
- **Nursing Homes (CI)**
- **Dialysis Centers (CI)**
- **Department of Public Safety (PU)**
- **Homeland Security**
 - Department of Defense (PU)
 - Public Transportation for the elderly and handicapped (PU)
 - American Red Cross (CI)
 - Salvation Army (CI)
 - Public Transportation (PU) – mass evacuation
- **Schools and Universities (CI)** – Public Shelters
- **Immigration (INS) (PU)**
- **Customs (PU)**
- **Churches (CI)** – Day Care, Schools, Shelters
- **Day Care Facilities (CI)** – AEP assumes individuals at these facilities include infants and elderly that cannot take care of themselves. Loss of power would jeopardize the individuals.

BAO Contact Information

- Email Address: billing-dereg_texas@aep.com
- Fax: 1-361-880-6027

Questions?

The background of the slide features a stylized illustration of an electrician wearing a hard hat and safety vest, working on a utility box. The scene is set against a large, waving American flag. The overall image has a semi-transparent, light blue overlay.

PUC Complaints

Mark Hunt
Market Transaction Specialist

PUCT Complaints

- CRRTX assistance with PUCT Complaints
 - CRRTX hotline @ 866-237-7722, plus 4 digit provider code, followed by “#” sign
 - e-mail at CRRTX@aep.com
 - Please include “PUCT Complaint” in subject line
 - Please include PUCT Complaint #, if available, in correspondence (Ex: “CP2006091234”)
 - CRRTX will attempt to provide response within 3 business days

Types of Issues

- Meter readings
- Market transactions / dates
- Service orders
- Fees
- Date/time of disconnect and/or reconnect

Questions?

A utility worker wearing a white hard hat, safety glasses, and a light-colored shirt is working on a light fixture. The worker is positioned in a white bucket, reaching out to adjust a large, rectangular light fixture. The background is a large American flag with stars and stripes, waving in the wind against a clear blue sky. The text "Break Time!" is overlaid in the center of the image.

Break Time!



Late Payment Charges and Delinquency Notices

**Jacinta Albrecht
Credit and Collections Specialist**

Late Payment Charges

- Delinquent payments are subject to a one-time late fee of 5% of the delinquent balance due on the invoice
- Late payment charges are assessed on a daily basis
- Late payment charges are assessed three days after the due date of the invoice

Delinquency Notices

- Reminder Notice
- Notice of Potential Default
- Default Notice

Reminder Notice

- Sent weekly
- Sent if the outstanding balance does not meet the criteria for sending a Notice of Potential Default
- Includes past due invoices with a due date from the previous Thursday
- Includes both debit and credit invoices

Notice of Potential Default

- Sent weekly
- Sent if the total outstanding debit balance is 10% of the last month's billings or \$4,000 whichever is lower, with a minimum balance due of at least \$100
- Indicates that a wires deposit will be required if payment for the past due invoices is not received within 10 calendar days from the date of the notice. Payment is defined as receipt of both the payment (wire/ach) and the 820.02 Detailed Remittance Advice. The wires deposit will be equal to 1/6 of the estimated annual amount to be billed excluding TC Charges

Default Notice

- Sent after the 10 calendar days grace period has passed without the Competitive Retailer fully paying the delinquent balance
- Indicates that Competitive Retailer is in default and that a wires deposit must be provided. Wires Deposit can be in the form of cash, surety bond, letter of credit, affiliate guaranty, or any combination thereof.
- Company can also pursue other options allowed by the tariff in Section 4.6

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Questions?



824 Rejects

Rita Cardenas
Market Transaction Specialist

Reviewed From Two Perspectives

- AEP's side
- Business Rules

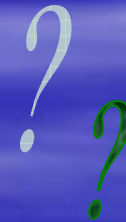
Response

- Cancel/Rebill
 - corrections
- Spreadsheet
 - no corrective action

IMPORTANT

- Please Respond to Spreadsheet!

QUESTIONS



An illustration of an electrician wearing a white hard hat and safety gear, working on a utility box. The background features a large American flag. The text "Open Discussion" is overlaid in the center in a bold, blue, serif font.

Open Discussion

A utility worker wearing a white hard hat, safety glasses, and a light-colored shirt with a safety harness is working on a light fixture. The worker is positioned in a white bucket, reaching out to adjust a large, rectangular light fixture. The background is a large American flag waving in the wind against a clear blue sky. The text "Thanks for Coming!" is overlaid in the center of the image.

Thanks for Coming!