



**Welcome to the 2019 AEP Texas
Competitive Retailer Relations Workshop**

November 6, 2019



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Matt

Manager, Competitive Retailer Relations

Safety Contact



Culture Contact

AEP Texas Customer Solution Center Celebrates Halloween

Culture Contact





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Welcome from

Joel

Director, Customer Services

Why are we here?

Dictionary

Search for a word



work·shop

/ˈwɜrk,SHɒp/

noun

1. A meeting at which a group of **people engage in intensive discussion** and activity on a particular subject or project.



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2019 Competitive Retailer Survey Results



Mark
Account Executive, Competitive Retailer
Relations

2019 Competitive Retailer Survey Results

- **36 F2F Meetings with CRs**
- **Additional REP Desk Functionality**
- **Continue Improving Communication**
 - **Market Notices**
 - **Timeliness of Response**
 - **Follow-up**
- **Active Participant at Market Meetings**
- **Focus Group Meeting**
- **Continuous Improvement – 2019 CR Survey**

2019 Competitive Retailer Survey Results

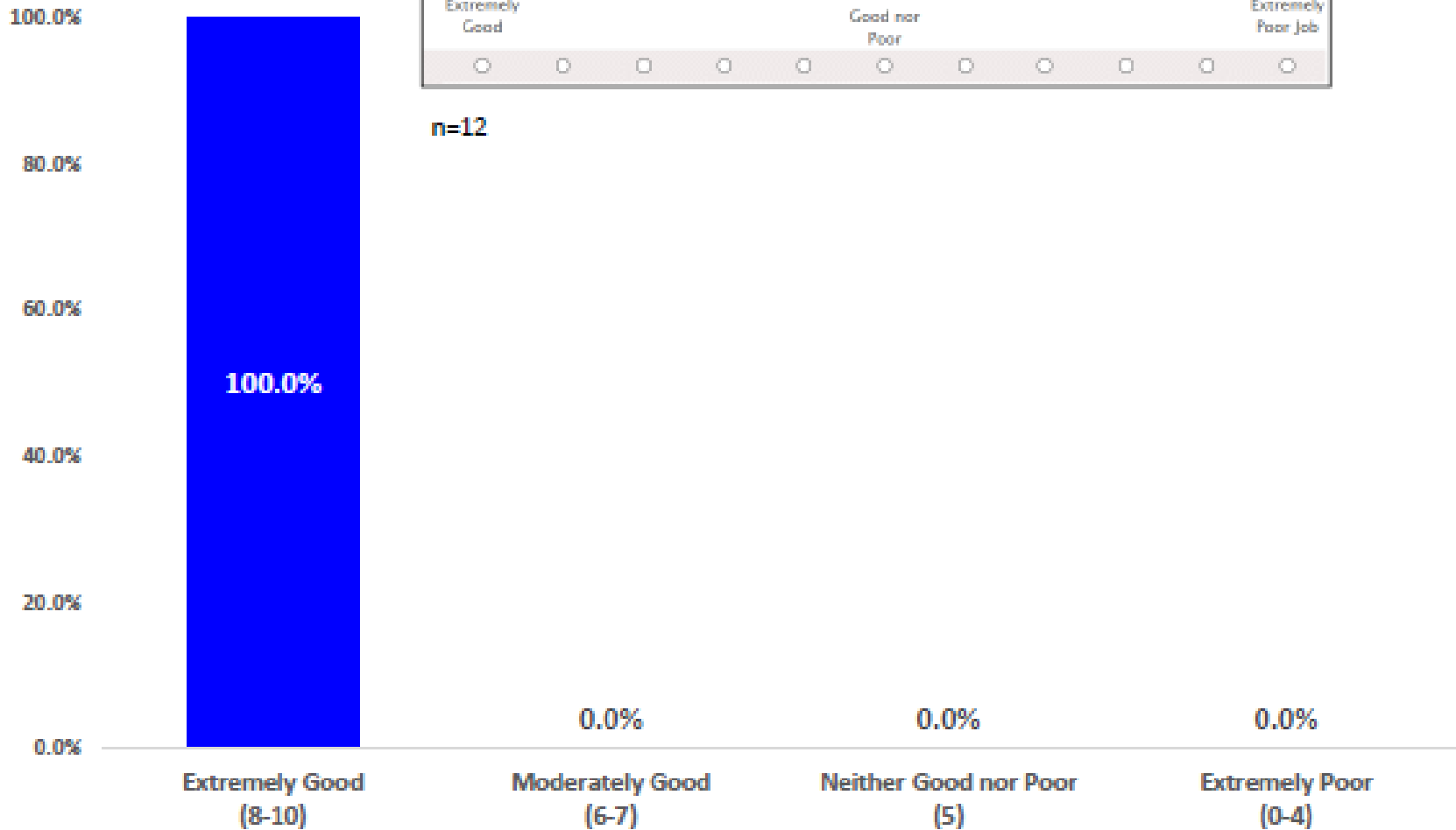
- **Surveying CRs for 16 years**
- **Data collection began on August 1st to September 1st**
- **Encourage Comments and Feedback**
- **Participation: 12 Respondents representing 46 CRs. (85.4 % of End Use Customers Represented)**
 - ✓ **2018 Survey – 18 Respondents representing 64 CRs**
 - ✓ **2017 Survey – 25 Respondents representing 63 CRs**



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



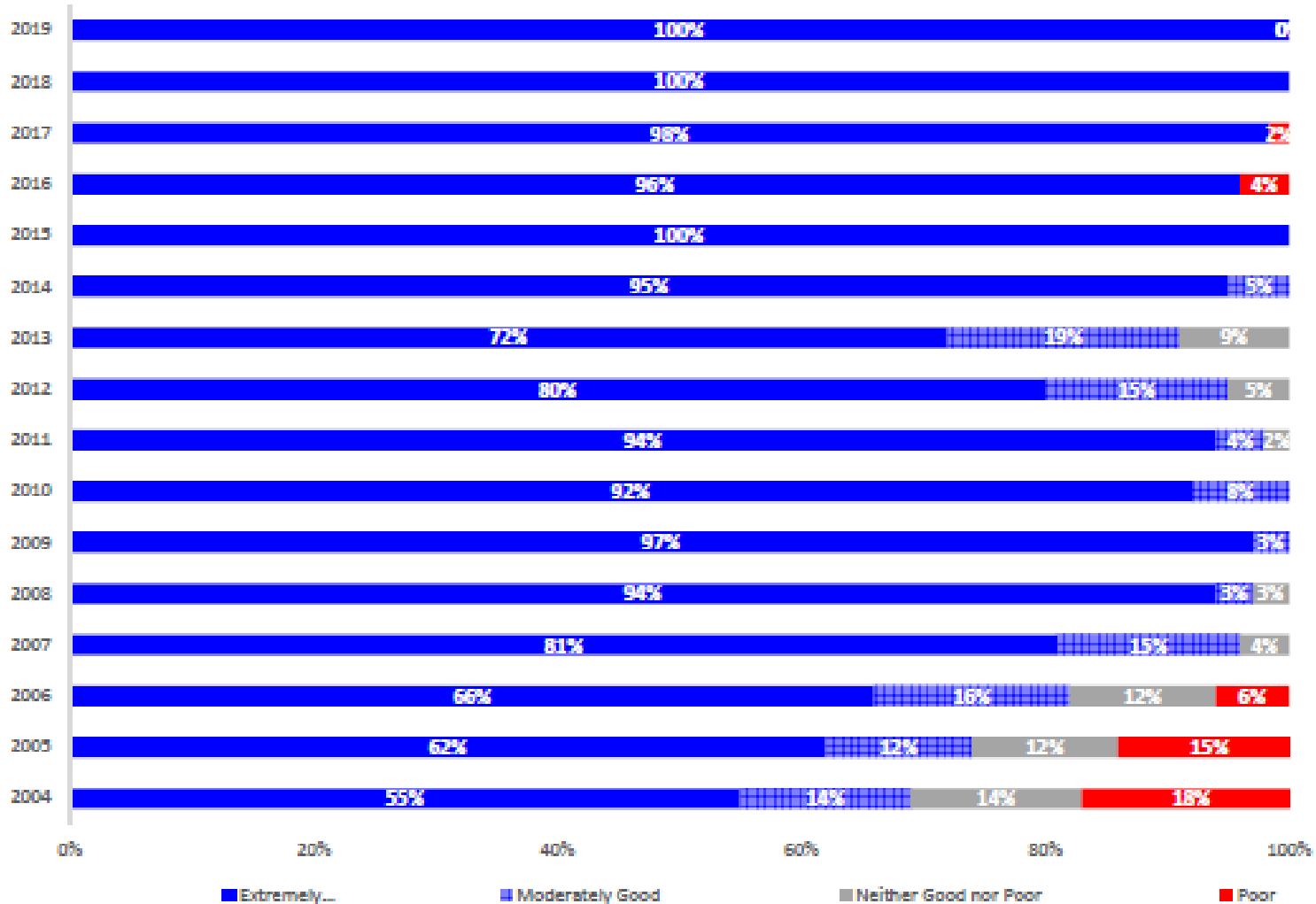
n=12





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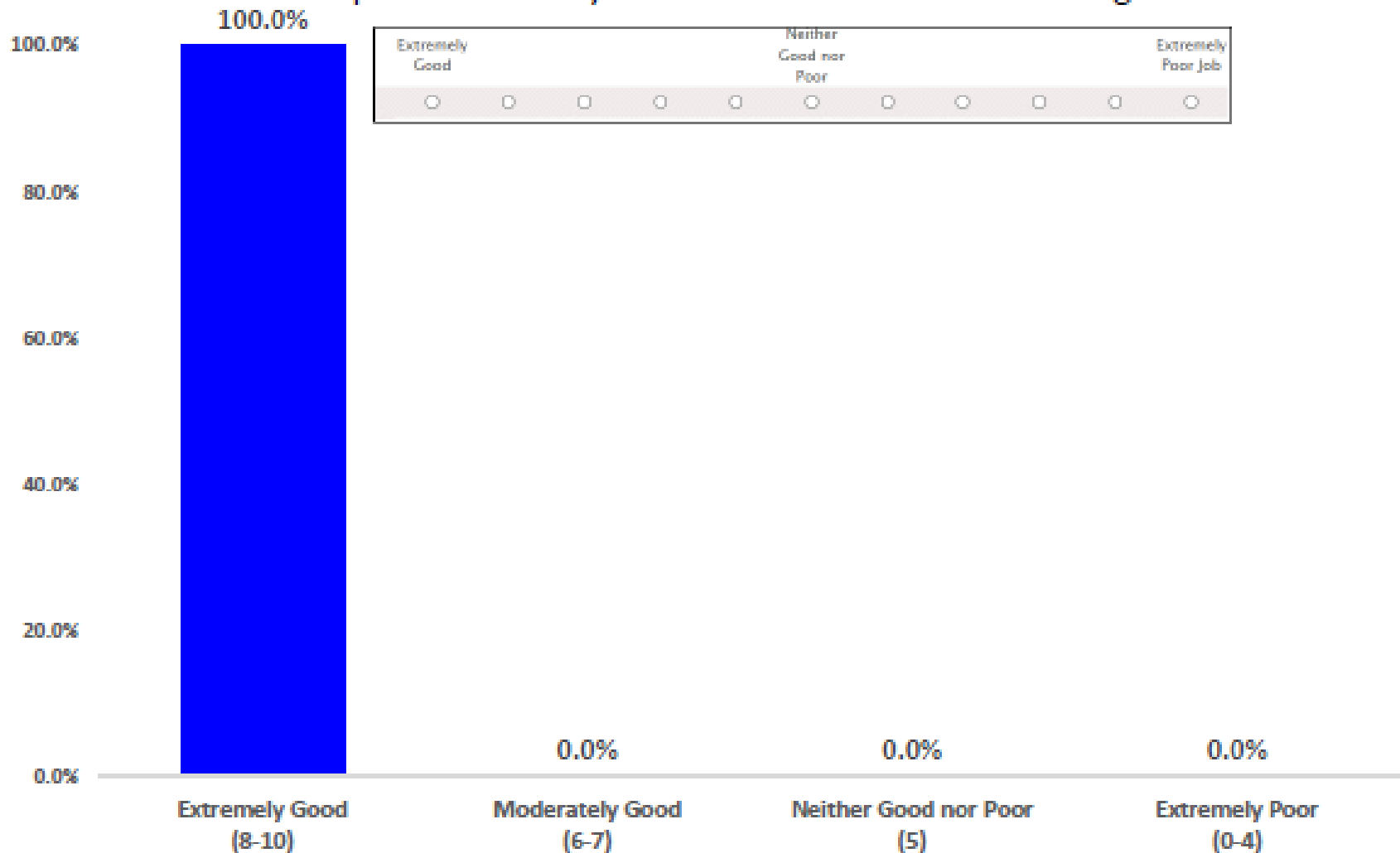
Overall, how would you rate the general performance of AEP Texas?





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

n=12

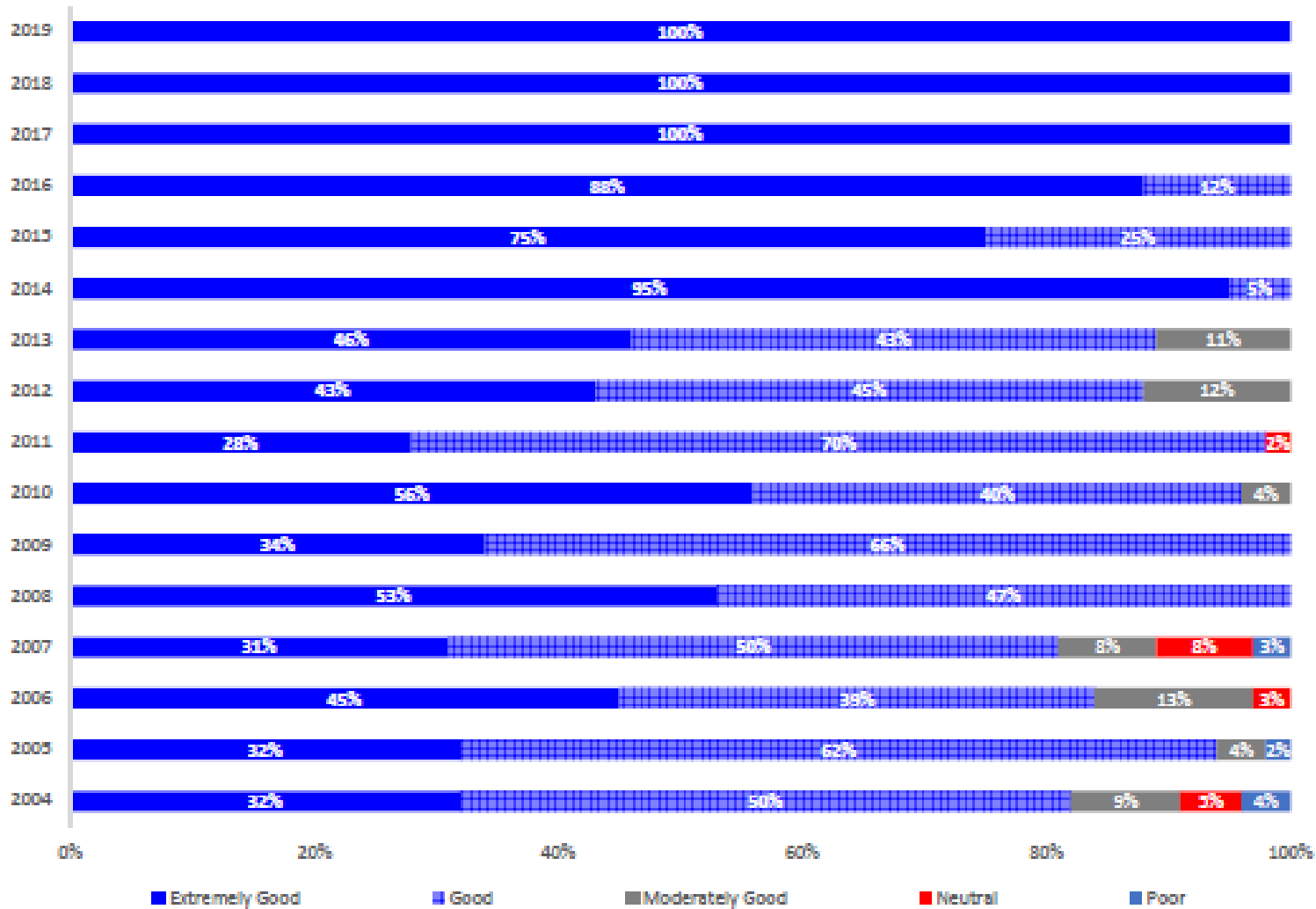




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Overall, how would you rate the general performance your AEP Texas Account Manager?

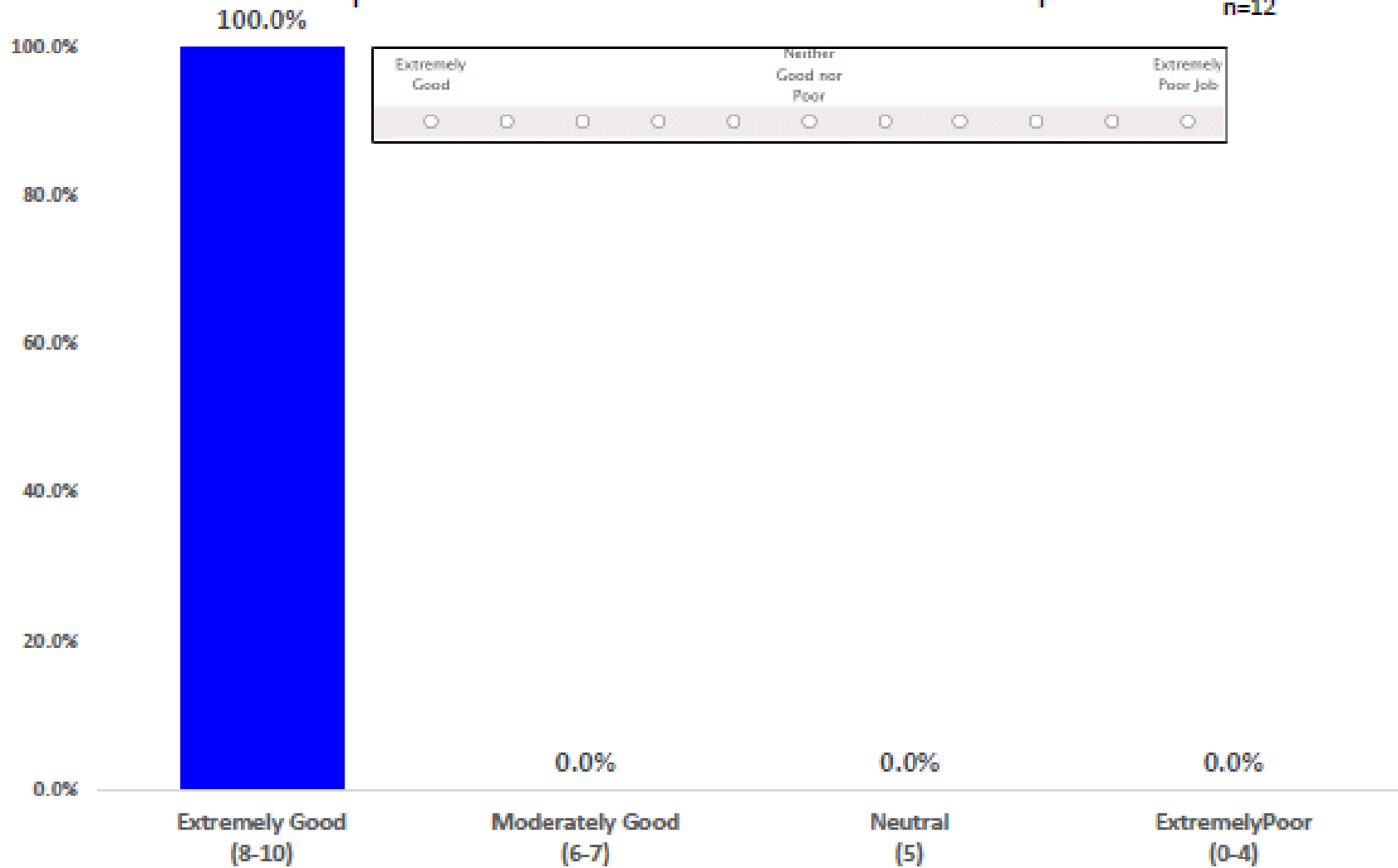




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Overall, how would you rate the general performance of the AEP Texas Market Specialist? n=12

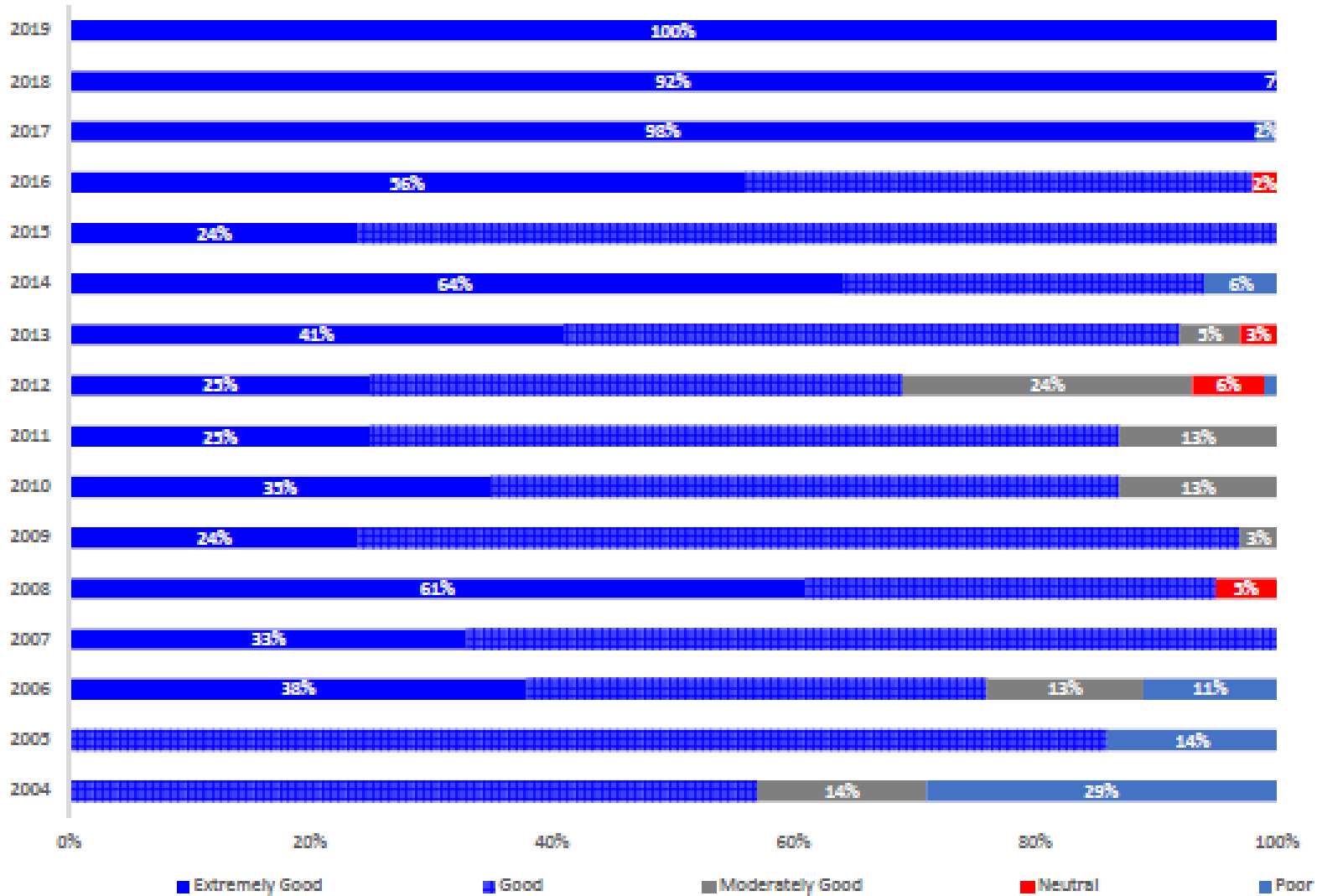




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Overall, how would you rate the general performance of the AEP Texas Market Specialist?

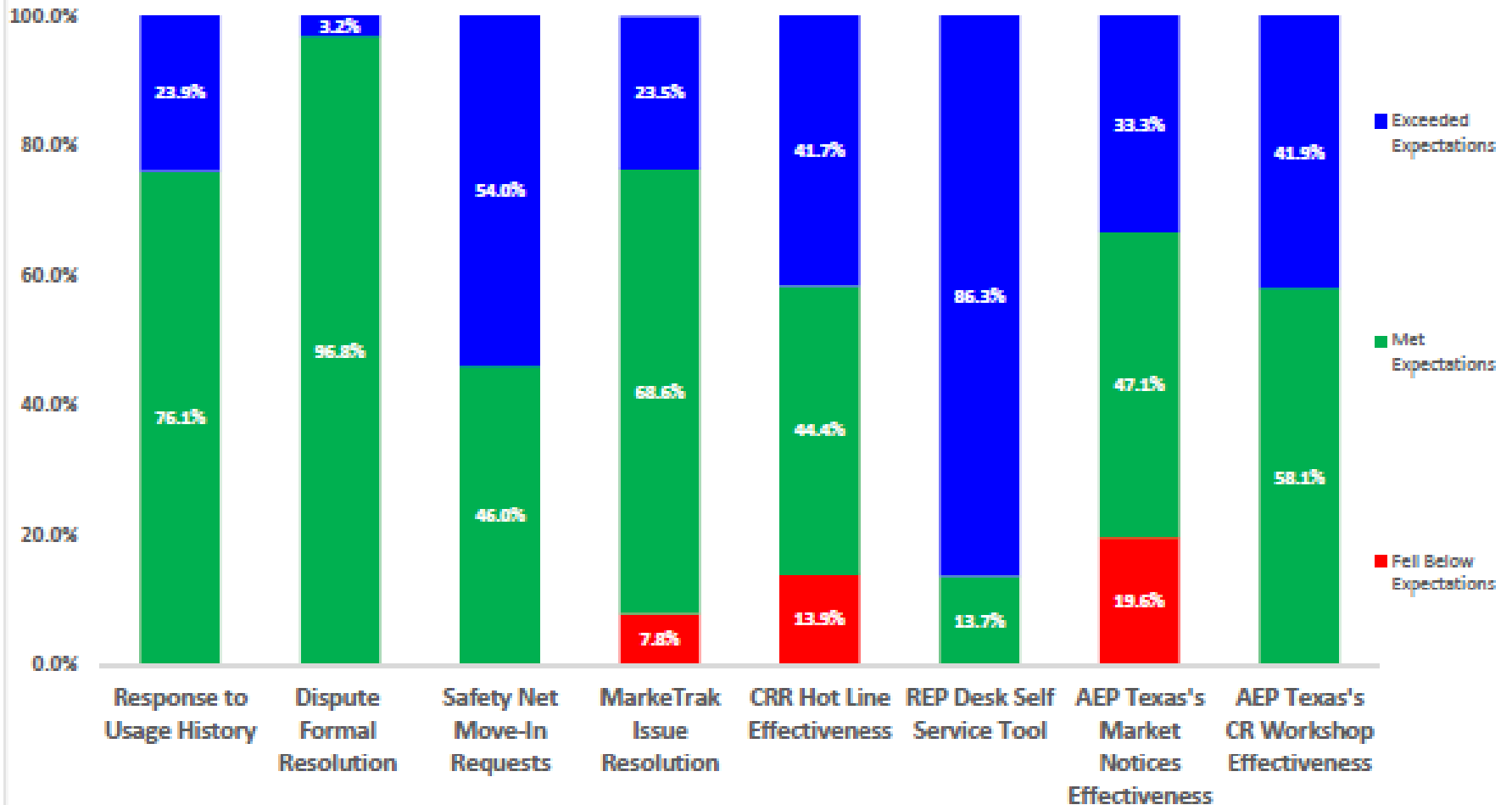




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Please indicate how AEP Texas is performing regarding your expectations in each area.





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THANK
YOU!



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Focus/Strategic CR Meetings

Don

CRR Retail Account Executive

2014 CR issues/AEP Responses

- Market Notices - Need to be timely and provide details.
 - ✓ Work with internal departments to provide accurate notices.
- Weather Moratoriums - Follow the guidelines.
 - ✓ Work with WM to provide accurate weather notices.
- LSE File interval data should match total kWhs.
 - ✓ Work with billing to provide accurate AMS data to equal total kWhs.
- Self Service Tool should be upgraded.
 - ✓ AEP Texas created the REP Desk.



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2017 issues/AEP Responses

- Timely and accurate receipt of AMS data
 - ✓ Improvement with our AMS data performance resulted in reduced issues.
- REP Desk is multi-functional and might be overload for most CRs.
 - ✓ Continuous upgrades REP Desk-Historical Usage, & more control for the CR Administrators.
 - ✓ AEP Account Executives-demo classes on the REP Desk.
- Customer contact data-important-TDSP/CRs
 - ✓ Working with CRs to update customer data.

2019 issues/AEP Responses

In August 2019, AEP Texas CRR team thought it was time to host another CR Strategic Planning Session.

- Provided demo of new REPDesk
 - ✓ Safety Net internet submittal
- Improved Call Center Training for taking CR calls
- Reviewed AEP's CEP (Catastrophic Estimation Process)
- Reviewed Mass Transition enhancements

2019 issues/AEP Responses

- API interconnection for REPDesk
 - ✓ CRR working with AEP IT on API requirements.
- REPDesk link for creating new ESI IDs
 - ✓ Implemented sidebar link within REPDesk for CRs to create new ESI IDs.
- Usage Hub validation for Brokers prior to releasing Historical Usage
 - ✓ TDSPs are not required to validate Broker registration at this time. Subject to change.

2019 issues/AEP Responses

- CRs need timely cancel/rebills for IDR Large Industrial accounts
 - ✓ Working w/Power Billing Manager to make sure issues are completed quickly.
- CRs need AEP to eliminate billing issues – No/”Null” values vs. Zeros
 - ✓ Working with our MDM departments to make sure our systems reviewing files prior to sending to the market.

2019 issues/AEP Responses

- CRs requested standardized Market Notice language
 - ✓ AEP Texas aligned Weather Moratorium notices with color codes of effected Counties like Oncor.
- More timely tariff or rates updates Market Notices.
 - ✓ Working with Regulatory group to get the new factors updated in a timely manner.
 - ✓ Increased frequency of Rate Tariff Summary spreadsheet updates.

Future Strategic CR Meetings

We always encourage CRs to submit any suggestions for improvement.

Let your Account Manager know if you'd like to join us for the next CR meeting!

Questions





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Texas Market Update

Jim

Competitive Retailer Relations
Market Liaison

Topics

- Retail Market Changes
- TXSET Update
- Retail Market Training
- ERCOT Stakeholder Participation

Retail Market Changes

Flight Testing Changes

- As of Flight 0619, Flight testing administered via FlighTrak application
- Newly redefined “In-Flight” vs “Out-of-Flight” Testing Criteria

In-Flight:

- New Market Participant (MP)
- RMS approved enhancements
- MP adding new service territory/trading partner with Muni/Co-Op
- Adding new DUNS or DUNS +4

Out-of-Flight:

- Current MP adding new service territory or trading partner
- Current MP changing to Established Service Provider
- Banking changes
- Payment/Remittance Type changes

Retail Market Changes

Clarified use & purpose of Safety Nets

- Submitted via email or via internet-based portal (if available)
- Should request MVI for current Business Day, not future dated MVIs
- Standard vs Priority MVIs should use separate spreadsheets
- Safety Nets sent once a day, no later than 4pm CPT

Upcoming ERCOT Retail Projects

- EDI translator upgrade (PR288-01) – testing to initiate Q3 2020
 - NAESB upgrade to TLS1.2 (Project # TBD) – testing to initiate Q3 2020
- *Testing will be coordinate by ERCOT through RMS, TXSET and TDTMS*

TXSET Update

In 2020, Texas SET will be gathering enhancements for a potential TXSET 5.0 release. A TXSET release takes approximately 18 months to implement once enhancements have been reviewed and approved through the stakeholder process.

Enhancements that are being considered include:

- Changing CSA process to separate MVOs from CSA CR Switch
- Modify 650_04 transaction to allow for better communication between TDSPs and CRs for temporary and permanent suspension of service (helpful during major storms)
- Modify 650_01/04 to allow bi-directional Turn On/Turn Off requests
- Explore ways to improve Customer Contact Information exchange
- Possible Inadvertent Gain transactional solution
- Improving ways TDSPs communicate Construction Hold
- Evaluate methods CRs can assist the Customer to sign up for TDSP Outage notifications

TXSET encourages additional stakeholder participation to ensure the end product is beneficial to all Market Participants!

Retail Market Training

Instructor-led courses that are currently available:

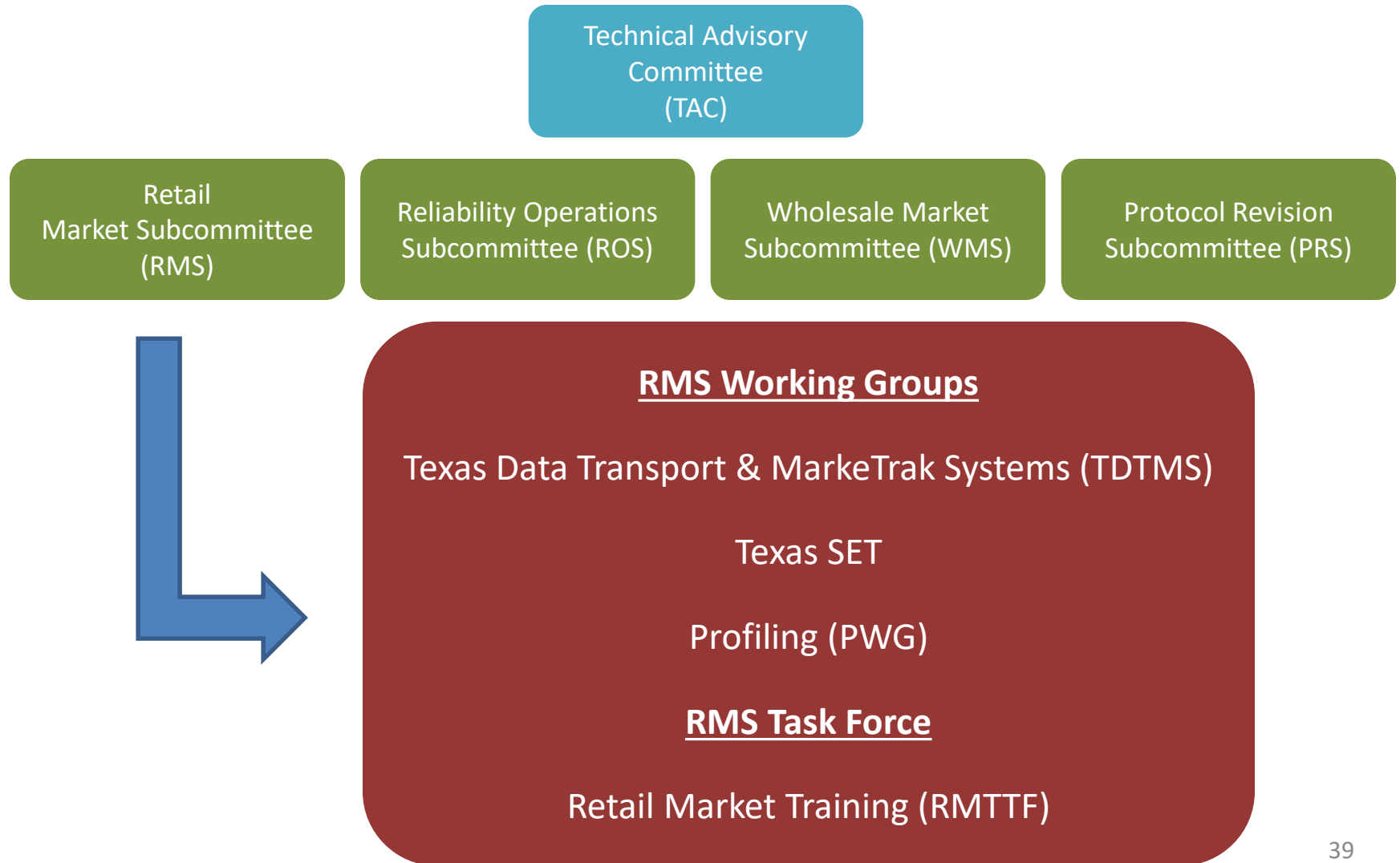
- Retail 101 – Introduction to the ERCOT retail market
- Texas SET 101 – Deep dive into TXSET transactions, processes, and work flows
- Inadvertent Gain & MarkeTrak 101 – Introduction to MarkeTrak and deep dive into the Inadvertent Gain process

Web-based courses that are currently available 24x7:

- MarkeTrak – 12 online modules reviewing the MT functionality
 - *IAG/IAL, Switch Hold Removal, Usage/Billing, Other D2D, Reporting*
 - *Each module takes approximately 15-25 minutes to complete*
- Retail 101 – online version of ILT

Register for any of these courses via ERCOT Learning Management System (LMS)
<https://www2.virtualtrainingassistant.com/Ercot/LearnerConnection/Security/Logon.aspx>

ERCOT Stakeholder Structure



RMS WG & TF Leadership

RMS Leadership

Chair – Jim Lee (AEP TX); Vice Chair – Eric Blakey (Just Energy)

Working Group & Task Force Leadership

Texas Data Transport & MarkeTrak Systems (TDTMS)

Chair – Kyle Patrick (NRG); Vice Chair – Sam Pak (Oncor)

TEXAS SET

Chair – Diana Rehfeldt (TNMP); Vice Chair – Kyle Patrick (NRG)

Profiling (PWG)

Chair – Sheri Wiegand (TXU); Vice Chair – Sam Pak (Oncor)

Retail Market Training (RMTTF)

Co-Chairs – Tomas Fernandez (NRG); Debbie McKeever (Oncor); Sheri Wiegand (TXU)

Last but not least...

Your participation in the ERCOT market is
IMPORTANT and *HIGHLY ENCOURAGED!*

The market works best when all Market Participants are involved and working together to identify ways to work smarter, leaner, and more efficient!

Questions?





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Customer Services - Choice

Michele (MJ)

Customer Choice Process & Systems Manager

Who We Are

- Monitor all EDI transactions
- Fix any individual EDI transaction issues
- Handle Flight Testing functionality
- General Testing
- RepDesk
- Usage Hub
- Customer Service Desk

Modernizing Infrastructure

Completed:

- Updated Heart Beat Alerts
- Upgraded Clearing House Server to Oracle 18
- Upgraded 1 of 3 Windows Server

Underway:

- Upgrading from Unix to Linux
- Upgrading other 2 Windows Servers
- Upgrading NAESB Server

New Functionality

- On Demand Billing
 - Early 2019
 - Bill off cycle
 - Process Messages Faster



Flight Testing

- Started using FlighTrak
 - June 2019
- Started with Texas Central
- October Flight included Texas North

ICR / BC

Cyber Tabletop

- Completed 1 Cyber Tabletop Exercise
 - Cyber Exercise in December of 2019
 - Updated Cyber Plans
- Business Continuity
 - Completed 1 Business Continuity Tabletop Exercise
 - Updated BCP



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AMS Update and MDM Enhancements

Craig

Manager Meter Systems Support

&

Jerry

Manager Advanced Meter Infrastructure

How We Are Doing

- YTD > 99% on Non-AMI interval Usage
- YTD 99% Actual Register and Interval Data
- YTD 98.4% of Service Orders Fully Automated
 - YTD 99.5% Orders completed without sending a truck

What Has Changed

- **Infrastructure Investments**

- Large IT effort to upgrade across all applications to upgrade to latest versions (Integrations, OS, databases, etc)
- 4 Million Dollar MDM Hardware purchase
 - Ensures AMI Growth Across AEP does not impact AEP Texas
 - If/When there are issues more ability to recover more quickly

- **Security / Monitoring Investments**

- AMI monitoring tool that allows support groups to more rapidly identify and fix issues
- Implemented Security Changes that will limit the number of remote commands sent out at one time

- **Process Improvements**

- Ability to recover actual reads up to 5 days back
- 40 Day report from an average of 15k to 2k records

Where Can We Get Better

- **During an actual outage sending estimated reads instead of 0's**
 - Will require significant integration changes. As part of our migration to a full Oracle platform moving to SGG will help us accomplish this. Late 2020/2021 before we start the process
- **Too many unplanned outages**
 - Oracle Black Belt Assessment on Integrations for stability and redundancy
 - Upcoming work with contractors to improve MDM Stability
 - Monitoring VSM this year and 2020
- **Feedback/Questions/Comments?**



Advanced Meter Infrastructure Team

- Jerry Young – Manager
 - Ernest – AMI Technical Supervisor
 - Metering Standards, Substation & ERCOT Testing, Training, & Revenue Protection
 - Bryan – AMI System Supp. & Field Com.
 - Field Support and Service Order Dispatch
 - AMI system, meter, and order automation monitoring
 - AMI Business Continuity
 - Barbara – AMI Coordinator
 - Project Management and Vendor Contract Support

2019 AMS Update

- Infrastructure Upgrades
 - Router Battery Replacement Project
 - The batteries have a 7 year life expectancy.
 - The batteries are needed to ensure the stability of the AMI network during short term outages.
 - Approximately 50% complete with the 4 year replacement cycle.
 - ATT & Verizon 3G Cellular Network Decommissioning.
 - By the EOY 2020 AEP Texas will need to replace 3G cellular modems with 4G LTE modems.

2019 AMS Update

- Smart Meter Texas (SMT) 2.0
 - On Demand Read (ODR) Enhancement
 - AEP Texas' ODR requests from SMT GUI and future API will be an actual read from the meter. (In Production SMT 1.0 as of 10/1/2019)
 - SMT 1.0 is scheduled to be decommissioned on 12/7/2019 at 12:01 AM CST.
 - SMT 2.0 FTP access is scheduled to be available on 12/7/2019 12:01 PM CST.
 - SMT 2.0 GUI and API access is scheduled to be available on 12/10/2019 6:01 AM CST.

2019 AMS Update

- (SMT) 2.0 – To Continue Your Access on SMT 2.0 all REPs must:
 - Affirm your static IP(s) and SSL Certificates before 12/01/2019.
 - If you are using the SMT 1.0 APIs, move to the new corresponding SMT 2.0 APIs.
 - If you are using private.smartmetertexas.com, modify your URL access to www.smartmetertexas.com.
 - If you have not successfully integrated to SMT 2.0 prior to Go-live, your next opportunity will begin 01/13/2020 following the Hypercare period.

2019 AMS Update

- How to Engage Open support tickets at support@smartmetertexas.com to facilitate the process:
 - Ticket #1 – Review the minimum requirements, the integration process and receive the SMT 2.0 Interface Guide.
 - Ticket #2 – FTPS integration/testing in the SMT 2.0 Test Environment.
 - Ticket #3 (if API is desired) – API integration/testing in the SMT 2.0 Test Environment.
 - Ticket #4 – FTPS integration/testing in the SMT 2.0 Production Environment (pre-go live).
 - Ticket #5 (if API is desired) – API integration/testing in the SMT 2.0 Production Environment (pre-go live).

Questions





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Customer Service Desk

Jimmy

Customer Service Account Representative
Principle



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Browser navigation bar showing address: localhost:7001/aep_logon/index.html and various bookmarks like GitHub, Balsamiq, Jenkins, etc.



Customer Service Desk

Login

User ID

New Password

*Case sensitive

Show Password

LOG IN

New User?

REGISTER



Rep Desk & Usage Hub Updates

Ayca & Melinda
Market Specialists

Main Areas:

- Password Reset Issues
- ODR (On Demand Read)
- Historical Usage Requests- Usage Hub
- Safety Nets
- Switch Hold Report

Password Issues

Your password has expired and must be reset.

Reset Password

*Current Password

Show Password

*New Password


Show Password

*Confirm Password

*Case Sensitive

Show Password

CHANGE PASSWORD

 **REP Desk**



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How do I change my password?

The screenshot displays the AEP TEXAS REP Desk interface. On the left, a dark sidebar contains the text "WELCOME" in large white letters. Below it, the name "Melinda" is partially visible next to a blacked-out area, and an "edit profile" link with a pencil icon is shown. A blue arrow points to the "edit profile" link. The main content area features the AEP TEXAS logo and the text "REP Desk". A navigation menu is visible with a blue bar for "Customer Lookup" and a green bar for "Service". At the bottom, a status bar shows "1001".

Password Reset

test x

Login Information

User ID: test_f5apmQA

New Password: Spring2035

Confirm Password: Spring2035

Show Password Show Password

Password Expire Date/Time: Tue Jan 21 2020 9:43:42 AM CST

Password Last Update Date/Time: Wed Oct 23 2019 9:43:42 AM CDT

User Information

Name: test

Last Name: test

Title: Job title

Department: Department

Admin Affiliation: AEP Retail Energy (C&I) (C

Contact Information

Email address: testmel@aep.com

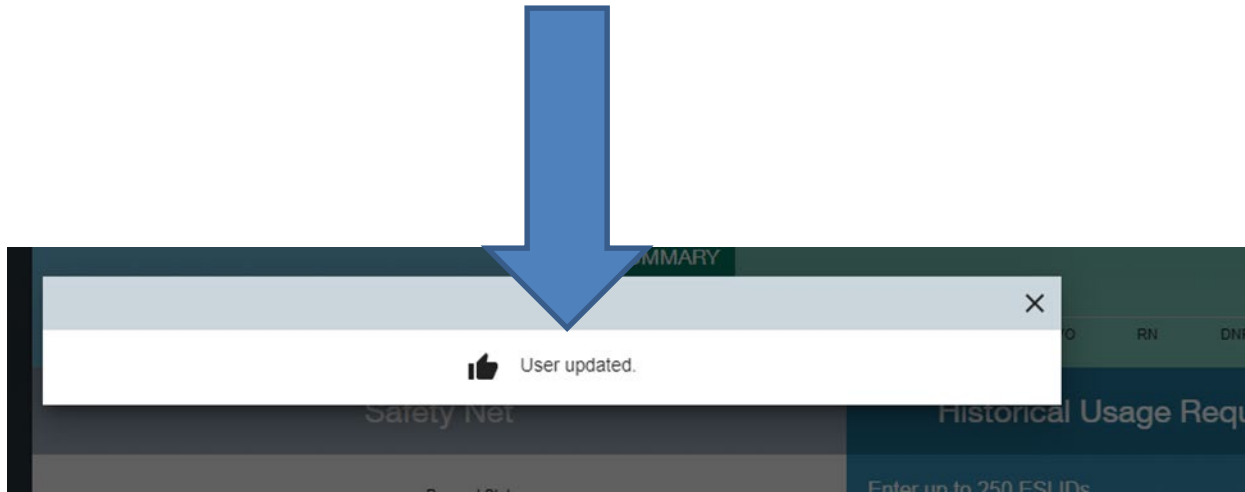
Phone number: 5555555555

Extension: Extension

Fax number: Fax number

[EDIT NOTIFICATIONS](#) [SAVE](#)

New Features - Password



New Features - Password

The screenshot displays a user interface with a navigation bar at the top. On the left is the AEP TEXAS logo. In the center is the text "REP Desk". On the right are a blue circular "Chat" icon and a dark blue "LOGOUT" button. Below the navigation bar is a red notification banner that reads: "Your password will expire in 14 day(s). To avoid problems signing in, please go to your profile and change your password." Below the notification are two main navigation buttons: "Customer Lookup" on a blue background and "Service Orders" on a green background. Two large yellow arrows point downwards from the top of the slide towards the "REP Desk" and "Chat" areas.

On Demand Read (ODR)

On Demand Read

[Archive](#)



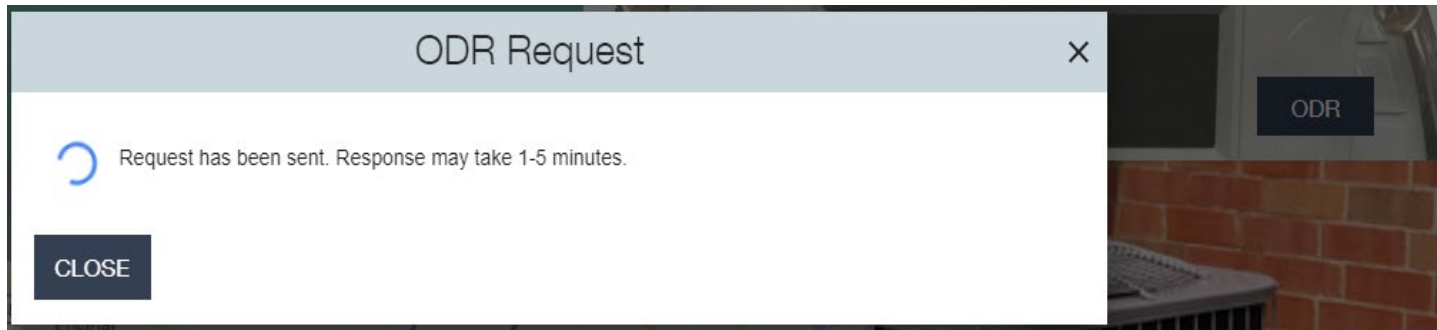
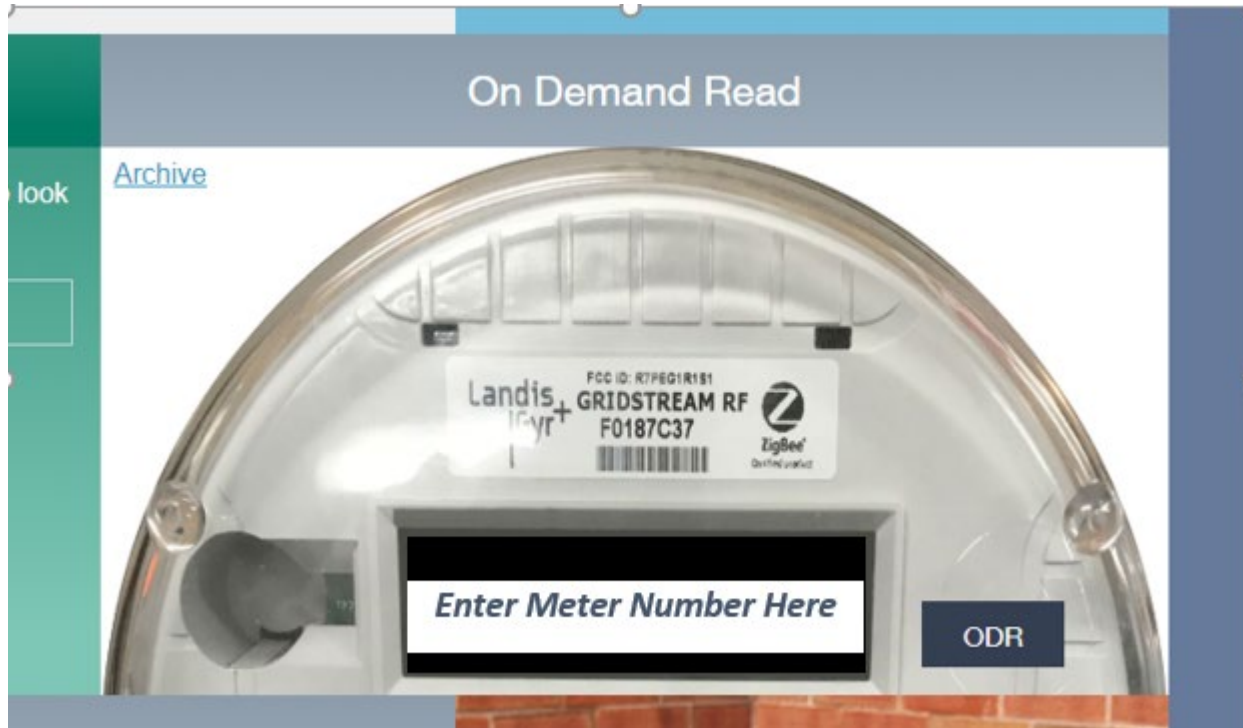


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On Demand Read (ODR)

- Allows RoRs to take live reading from meter
- 25 requests Per User in 24hr. Period
- Same meter can only be pinged once in 24hr. Period
- Requests are archived
- Available on phone or tablet





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ODR Details ×

Meter Number:

Date: Mon Oct 14 2019 12:23:14 PM CDT

UOM	Reading
KWH	101875.000

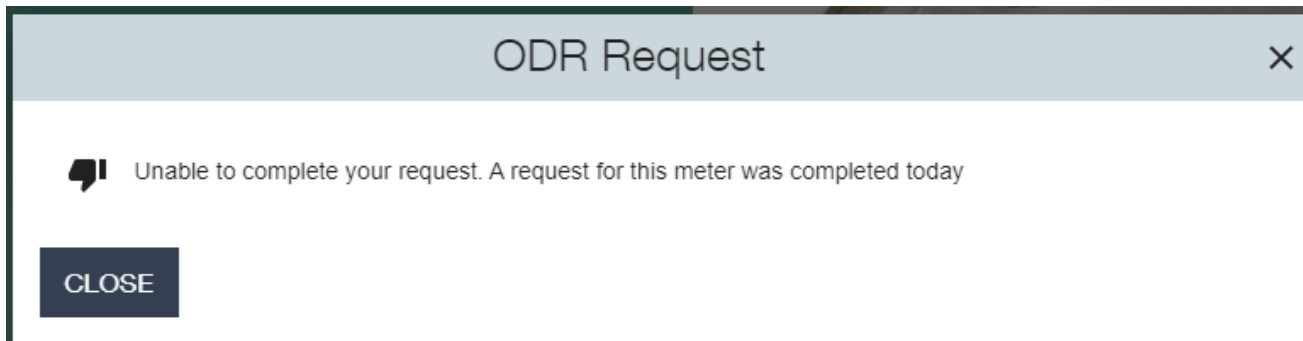
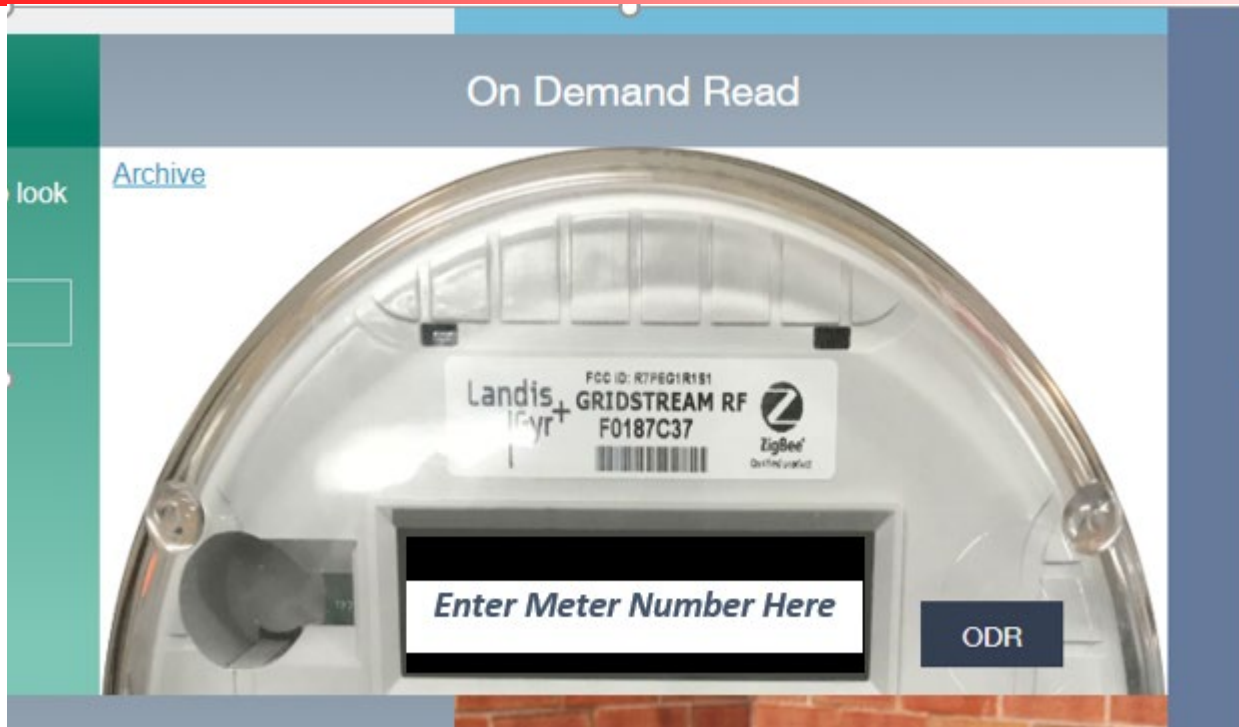
CLOSE



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Same User, requested ODR from the same meter:



On your 26th request:

The screenshot displays a web interface with a dark teal header. At the top, a progress bar shows 0%, 25%, 50%, and 75%. Below it, text reads "Graph shows requests for current user. See [archive](#) for all requests." To the right, there are buttons for "REQUEST" and "Archive". A modal window titled "ODR Request" is open, featuring a speech bubble icon and the message: "Unable to complete your request. Daily limit reached. Please try again after 24 hours". A "CLOSE" button is located at the bottom left of the modal. The background of the page is dimmed, showing a ZigBee device with a barcode and the text "F0187C37" and "ZigBee Certified product".

ODR Archive

WELCOME
[Redacted Name]
edit profile

Applications

- Dashboard
- Bulletin Board
- Customer Lookup
- Historical Usage
- ODR Archive**
- Safety Net
- Service Orders
- Switch Hold Report

AEP TEXAS


REP Desk

Chat

LOGOUT

ODR Archive

Request ID User Meter Number Date

  **SEARCH** **CLEAR SEARCH**

Displaying 25 Archives

Request ID	User	Meter Number	Status	Request Date/Time
82	Test1980	140160599	SUCCESS	Mon Oct 14 2019 12:23:14 PM CST
82	Test1980	140160599	NO DATA	Mon Oct 14 2019 9:14:05 AM CST
81	Test1980	140160599	SUCCESS	Fri Oct 11 2019 9:25:01 AM CST
60	test1989	1234	NO DATA	Fri Oct 11 2019 9:07:55 AM CST

Historical Usage Requests Usage Hub

Historical Usage Request

Enter up to 250 ESI IDs

REQUEST [Archive](#)

Historical Usage Requests Usage Hub

Menu

- Historical Usage
- Statistics
- User Management
- Send Notice
- Report a Problem for Usage Hub
- Letters of Authorization Information
- Contact Us



Historical Usage

NEW REQUEST **ARCHIVE**

Enter or Add up to 250 ESI IDs one per each line*

ADD


ESI-ID	Address	Duplicate	Remove
--------	---------	-----------	--------

ACCEPT

Total ESI IDs: 0

Safety Nets

WELCOME

edit profile 

Applications

- Dashboard
- Bulletin Board
- Customer Lookup
- Historical Usage
- ODR Archive
- Safety Net**
- Service Orders
- Switch Hold Report
- User Management

My Documents



REP Desk



LOGOUT

Safety Net

REQUEST

ARCHIVE

Upload File

BROWSE

(Please use market approved Safety Net format, additional rows will be ignored. Max 200 ESI IDs. Please ensure that your customers are made aware of any permit requirements before submitting a request. Permit and inspection requirements can be found [here](#))

UPLOAD CANCEL

Single ESI ID Request

ESI ID

LOOKUP

Safety Nets-Archive

Safety Net

Request ID:
 ESI ID:
 Primary Affiliation:
 Status:

User ID:
 Start Date:
 End Date:

Displaying 25 of 2565 items

Created Date	Request ID	User ID	Status	Pending MVI	Results	Original
Mon Oct 07 2019 6:20:06 PM CDT	5726		Failed	N		
Mon Oct 07 2019 5:45:53 PM CDT	5725		Complete	Y		
Mon Oct 07 2019 3:58:29 PM CDT	5724		Complete with error(s)	Y		
Mon Oct 07 2019 3:54:08 PM CDT	5723		Complete	Y		
Mon Oct 07 2019 3:53:18 PM CDT	5722		Complete	Y		
Mon Oct 07 2019 3:53:02 PM CDT	5721		Complete	Y		
Mon Oct 07 2019 3:48:16 PM CDT	5720		Complete	Y		

Switch Hold Report

Applications

- Dashboard
- Bulletin Board
- Customer Lookup
- Historical Usage
- ODR Archive
- Safety Net
- Service Orders
- Switch Hold Report** ←
- Analytics
- User Management
- Group Management

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

SEARCH
[Advanced Search](#)

4791
Total Orders

568
Pending

4053
Complete

SUMMARY

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

Category	Count
Total	~3,800
MVI	~500

Safety Net

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

NEW REQUEST

Historic

Enter up to 250 E

Request Status

Complete
 Pending
 Errors

Date	Complete	Pending	Errors
10/15	0	0	0
10/14	4053	0	0
10/13	0	0	0
10/12	0	0	0
10/11	0	0	0

Switch Hold Report: Excel Spreadsheet



	A	B	C	D	E	F	G	H	I
1	Switch Hold Report	Data As of: 10/15/2019 03:00:00							
2	ESI ID	Switch Hold Effective Date							
3	100327894	9-07-10							
4	100327894	2015-08-21							
5	100327894	2019-07-10							
6	100327894	2019-07-22							
7	100327894	2019-07-26							
8	100327894	2019-06-28							
9	100327894	2019-08-05							
10	100327894	2019-08-05							
11	100327894	2019-08-07							
12	100327894	2019-06-25							
13	100327894	2019-08-09							
14	100327894	2019-08-14							
15	100327894	2019-06-10							
16	100327894	2019-07-01							
17	100327894	2019-07-30							
18	100327894	2019-07-10							
19	100327894	2019-08-16							
20	100327894	2019-01-16							



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THANK YOU !!!!!



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Distributed Energy Resource

Blake

DER Coordinator



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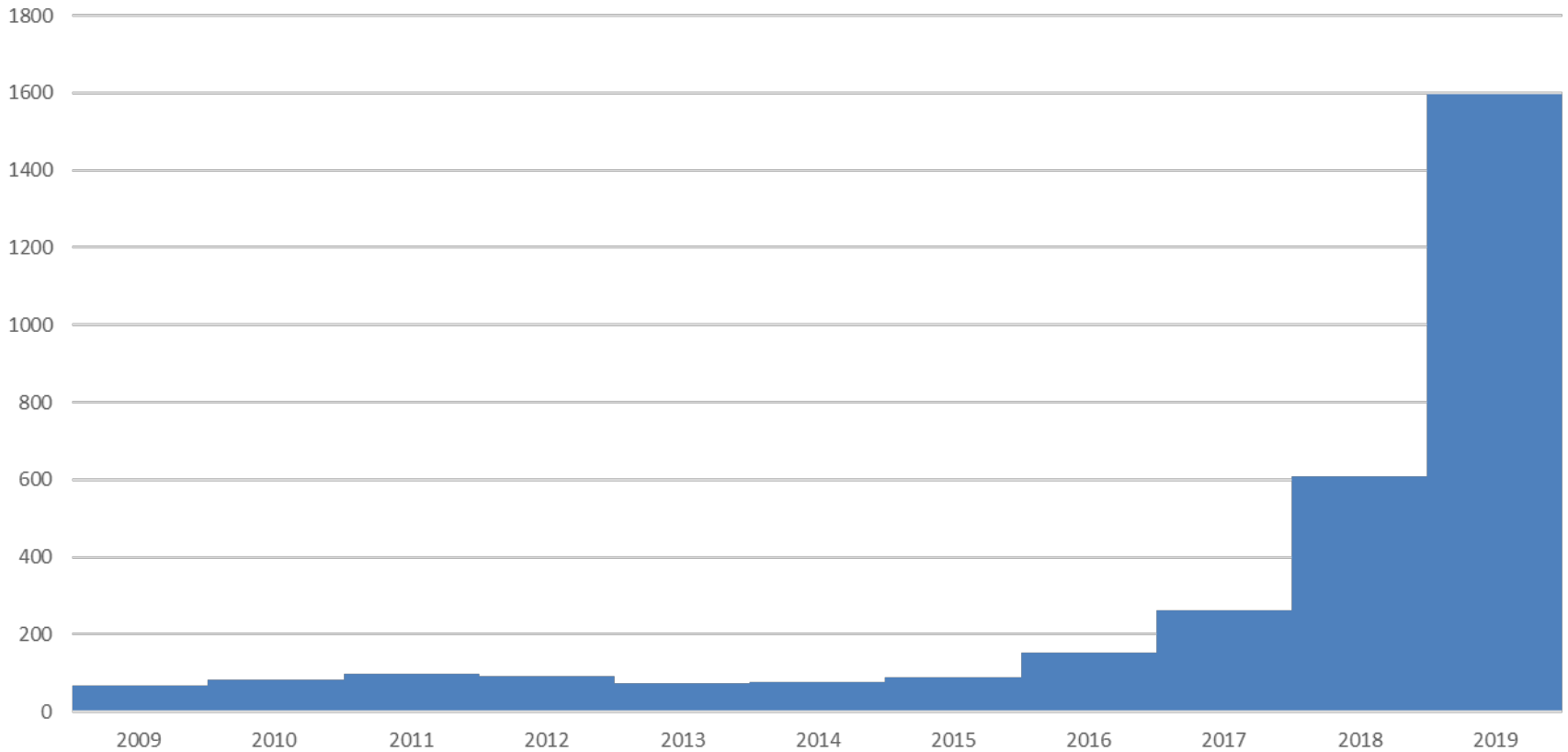
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Distributed Energy Resource

Month / Year	Apps Received	Completed Projects	Wind	PV Res.	PV Comm.	Other	Installed KW
2009	66	73	41	24			274.58
2010	82	64	26	52		1	474.42
2011	98	84	15	70		0	1,414.19
2012	93	92	21	69		1	11,737.71
2013	74	76	7	61		7	57,035.25
2014	75	68	3	64		2	21,029.40
2015	90	73	0	72	0	1	11,380.90
2016	153	141	0	127	12	1	2,943.98
2017	263	187	0	154	25	8	11,028.45
2018	607	551	0	513	17	15	27,778.73
2019	1595	1209	2	1170	33	3	27,927.52
	2,873	2,357	189	2,145	84	77	337,762.61

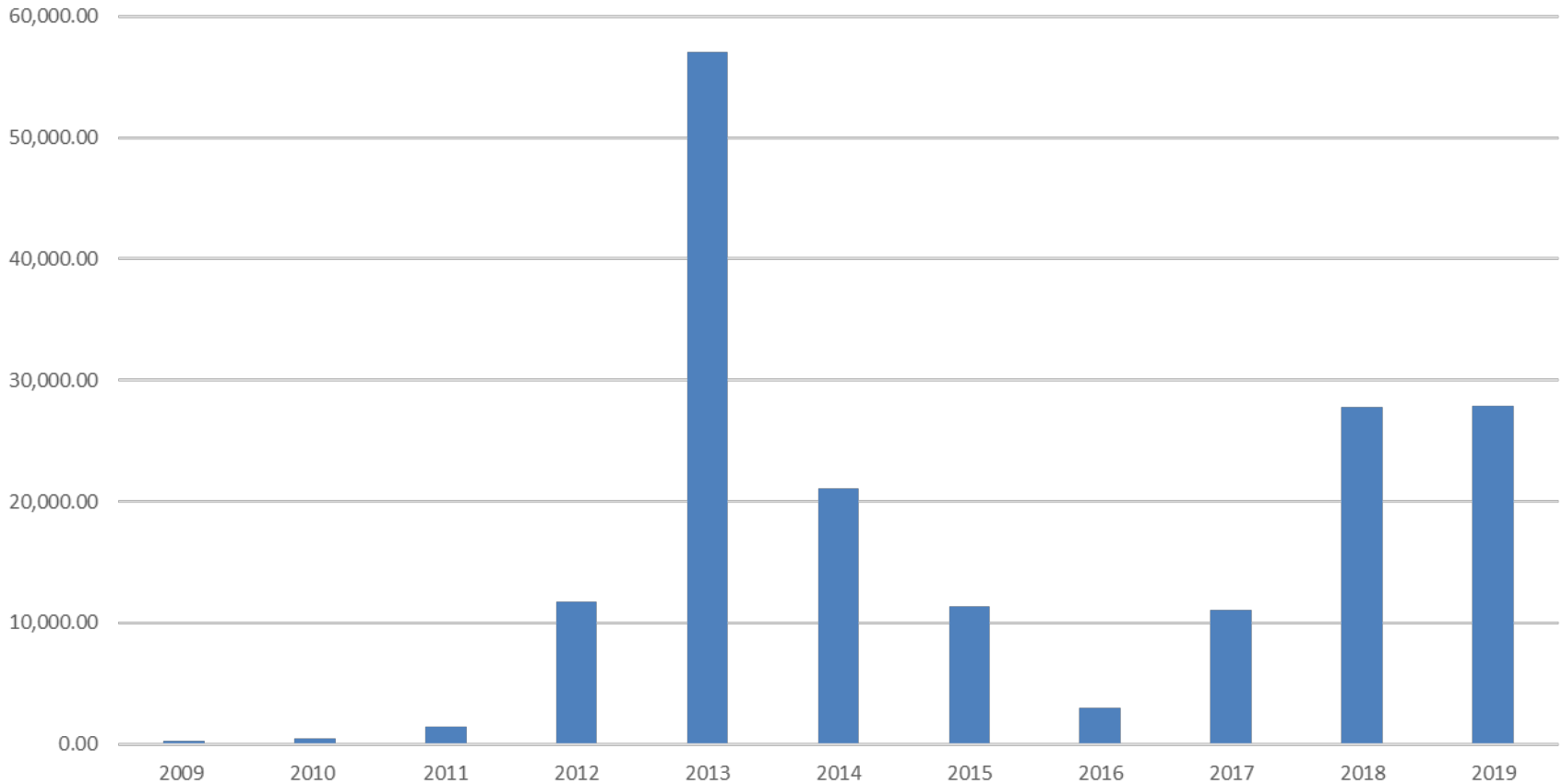
Distributed Energy Resource

AEP Texas - Apps Received



Distributed Energy Resource

Installed KW





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AEP Texas Regulatory Activity

Gilbert

Director, Regulatory Services

2019 Cases

- AEP Texas Rate Review
- Hurricane Harvey Securitization
- Oncor Asset Acquisition (Sharyland Plantation Area)



AEP Texas Rate Review

Docket 49494

- Filed May 1, 2019
 - 12 years since the last review
 - Recover about \$6 billion in capital investments made to support growth and aging infrastructure.
 - Consolidation of Rates
 - Tariff Updates
 - Revenue Requirement
 - Distribution - Approximately \$39 million (4.2%), Includes \$21 million tax credit
 - Transmission – Net Decrease of \$3.16 million (.7%) and a one time tax credit of \$29 million
- Anticipate Final Order in late January 2020



AEP Texas Rate Review

Docket 49494

Proposed Tariff Updates include:

- Combined Rates (Central and North)
- Merger Credit
- Extend the Facilities Rental
- Update Lighting Tariffs
- Removal of SCUD
- Removal of Demand Ratchets for low load factor customers (As Required)
- Discretionary Fee Updates
- Remove Expired Tariffs
- Update/edit language to agreements, tariffs, etc.
- Move Energy Efficiency base rates into the EECRF Rider
- Move AMI to base rates
- Clean Up and/or Removal of outdated tariffs



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Hurricane Harvey Securitization

Docket 49308

- Final Order June 17, 2019 – Financing Order issued allowing for the issuance of Restoration Bonds to recover \$235M in storm costs associated with Hurricane Harvey.
- The pricing level of this transaction was extremely favorable with an average rate of 2.225%.
- As reported by the PUCT Staff during the Open Meeting, this is the lowest rate achieved for the 13 prior Texas utility securitizations to date.
- This securitization produces a savings of approximately \$85 million as compared to traditional financing.
- To summarize the impact to customers, a 1000 kWh residential customer in the Central Division will receive an increase of \$1.30 (\$1.46 for the Storm Recovery Costs and a credit of \$0.16 for the associate ADFIT).

Oncor Asset Acquisition

Docket 49402

- March 29, 2019 Joint Filing – AEP Texas/Oncor
 - Seeks approval of the sale and transfer of Oncor owned distribution assets located in the Sharyland Plantation area of the Rio Grande Valley.
 - Approximately 3000 meters
- Expect approval from the Commission on November 14th.
- The transaction will close within 4 days of the Order.
- The transition process will begin using Oncor's first meter reading cycle 5 occurring no less than one week after the Proposed Transaction closes ("Cycle 5") and will conclude the process using Oncor's first meter reading cycles 12 and 20.



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**2019 AEP Texas
Competitive Retailer Relations Workshop**

November 6, 2019



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Sharyland Customer Transition Update

Toney

Competitive Retailer Account Executive

Regulatory Approval Status

The official Regulatory approval timeline & close date of the joint STM application is undetermined at this time.

The transition has been included in the November 14th PUCT Open Meeting agenda, a December transition timeline has been proposed.

If the Proposed Transaction closes on or before November 18, 2019, the transition process will begin on December 3, 2019, using Oncor's meter reading cycles 5, 12 and 20.

Corresponding Rate Codes

AEP Texas Rate Code Mapping Matrix

<u>AEP TX</u>	<u>AEP TX Sharyland</u>	<u>Oncor</u>	<u>Description</u>
820	822	A0	Residential Service
829	825	B0	Secondary <= 10 kW nonIDR
857	881	D0/DC/D6/DQ/DJ	Secondary > 10 kW nonIDR Default Rate
858	882	E0 / EJ	Secondary > 10 kW IDR Default Rate
841	885	J0	Primary Service nonIDR
946	990	T0 / T2	150W HPS MUNI SL-SHRYLND
947	991	T0 / T2	250W HPS MUNI SL-SHRYLND
949	992	T0 / T2	400W HPS MUNI SL-SHRYLND
960	993	T0 / T2	175W MH MUNI SL-SHRYLND
962	994	T0 / T2	400W MH MUNI SL-SHRYLND

Transition Timelines

- Impacted ESI IDs will be transitioned on their regularly scheduled Oncor cycle dates.
- ERCOT will provide each REP cross reference lists of ESI IDs for which they are the REP of Record (ROR) seven (7) calendar days prior to the scheduled transition date.
- DNP activity should be suspended for transitioning ESI IDs five (5) days immediately preceding the scheduled transition dates.
- “True” Switch requests should be submitted to Oncor three (3) business days prior to scheduled transition dates.
- Oncor and AEP Texas request that REPs submit MVOs & MVIs at least two (2) business days prior to the scheduled transition dates.

Transition Activity Calendar

AEP Cycle	Oncor Cycle	Transition Date ("TD")	ERCOT Provides REP-Specific Lists to ROR (TD - 7d)	Begin Switch Moratorium (TD - 7d)	Begin DNP Moratorium (TD - 5d)	Last Requested Date for "True" Switch (TD - 3BD)	Last Date MVIs/MVOs to be Sent By ROR (TD - 2BD)	Cycle ESIID Count	Notes
4	5	12/3/2019	11/25/2019* (early morning)	11/25/2019*	11/26/2019*	11/26/2019*	11/27/2019*	1116	PUCT OM Date: 11/14/2019; Close by 11/18/2019 Post Revised Master & REP-specific List 11/15/19 AEP Release 814_20 on 11/18/19; ERCOT provide REPs w/ CSA lists on 11/18/19
10	12	12/11/2019	12/4/2019	12/4/2019	12/6/2019	12/6/2019	12/9/2019	1143	
17	20	12/20/2019*	12/13/2019	12/13/2019	12/16/2019*	12/17/2019	12/18/2019	813	

* DATES ARE DIFFERENT THAN FORMULA DUE TO HOLIDAY

ERCOT Assistance During Transition

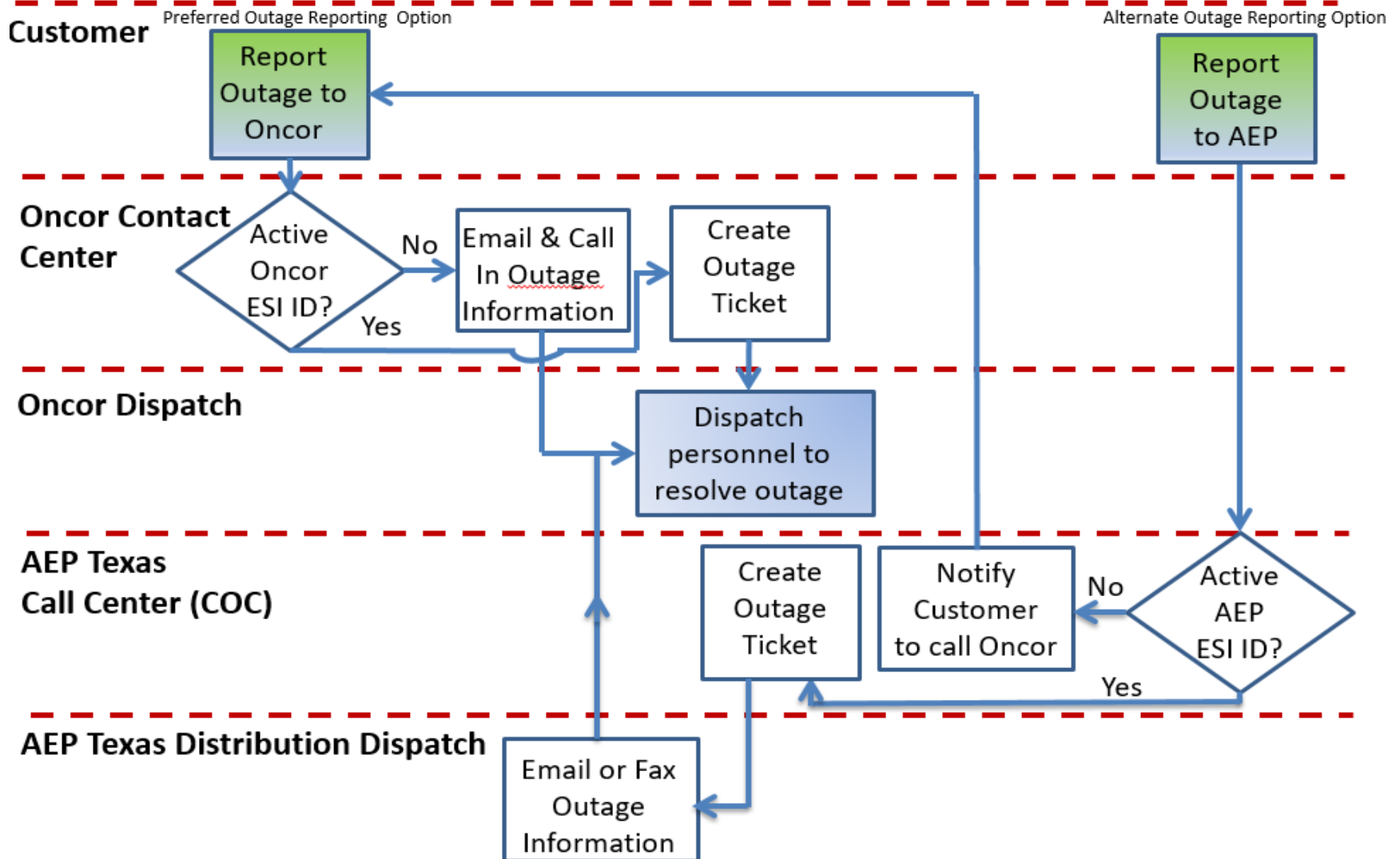
- Via MarkeTrak, ERCOT will provide REPs of Record with their lists of ESI IDs requiring transition MVOs to Oncor and transition MVIs to AEP Texas on a weekly basis according to the Transition Schedule.
- MVOs must be sent to Oncor 2 business days prior to the cycle date with a requested date of the cycle date.
 - For transitioning ESI IDs, REPs must submit MVOs coded “B44” to avoid de-energization of premise.
 - For “true” MVOs, do not send the “B44” code.

RORs should send their transition MVOs and MVIs after receiving their respective lists to ensure greatest accuracy.



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Process For Reporting Outages During Transition Period

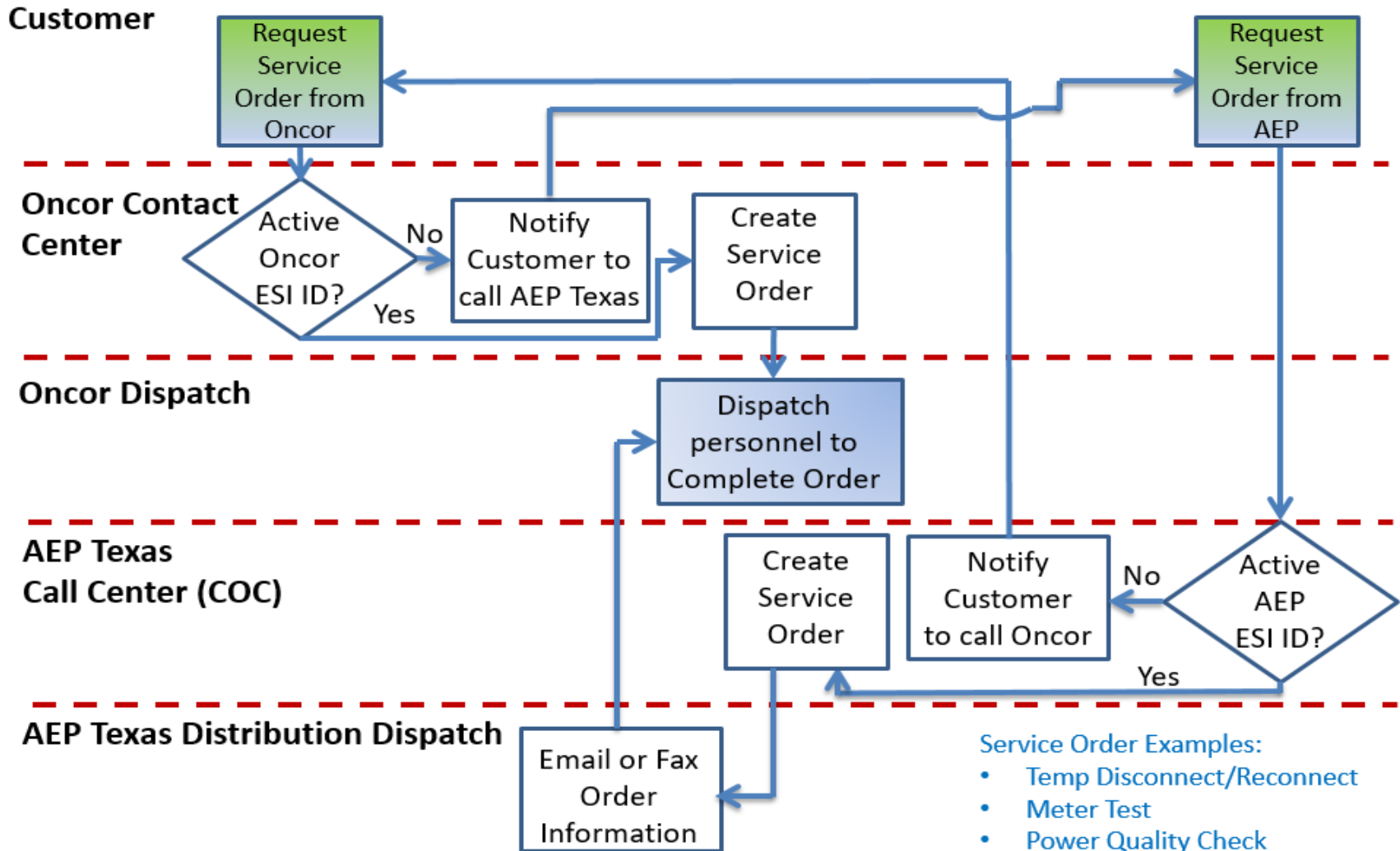




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Process For Requesting Service Orders During Transition Period





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Catastrophic Estimation Process

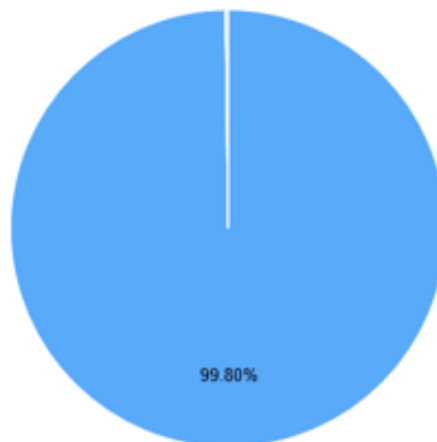
Christina

Supervisor of Billing & Account Operations

Normal Day

- MDM is built to estimate when communication from a meter is unavailable.

AEP Texas



1,082, 327 Total AMI Meters

Catastrophic Event

- During a catastrophic event, AEP can initiate the Catastrophic Estimation Process (CEP).
- Created at OPCO level, Station level, Circuit level or Meter level.
- Accounts in the catastrophic outage event will report Zero-Actual when not communicating, but if an Actual read comes in from the meter, those will override any Zero-Actuals.

After the Storm

- As soon as 100% of a circuit/station is restored, we remove from CEP mode and AEP will turn on Gap Retrieval to allow any Actual reads stored by the meter to take precedence over any CEP-estimated read.
- AEP has developed processes that attempt to recover any additional data which may not have made it out to the market.

Questions?





2019 AEP Texas

Competitive Retailer Relations Workshop

See Y'all Next Year!!!

AEP Texas Wishes You Safe Travels

November 6, 2019