



Welcome
to our
15th Annual
Competitive
Retailer
Workshop!



An AEP Company
BOUNDLESS ENERGY



An AEP Company

BOUNDLESS ENERGY™

Safety Contact



CORPUS CHRISTI - ROAD CONSTRUCTION AND PREDICTED RAIN

No one gets hurt and everyone goes home in the same or better condition than they came to work.

ZERO Harm

ZERO Harm



An AEP Company

BOUNDLESS ENERGY™

Safety Contact





An AEP Company

BOUNDLESS ENERGY™

Culture Contact



A large, vibrant rainbow arches across a dramatic, cloudy sky. Below the rainbow, a white utility truck with a bucket is parked on a dirt road in a rural, hilly landscape. The ground is muddy with some puddles, suggesting recent rain. The background features rolling green hills under a blue sky with scattered clouds. The overall scene is a mix of natural beauty and industrial utility.

AEP Texas
Welcome to Our 15th Annual
Competitive Retailer Relations Workshop

October 17, 2018

Continuous Improvement of the Competitive Retailer Experience

- **40 F2F Meetings with CRs**
- **Additional REP Desk Functionality**
- **Continue Improving Communication**
 - **Market Notices**
 - **Timeliness of Response**
 - **Follow-up**
- **Active Participant at Market Meetings**
- **Continuous Improvement – 2018 CR Survey**

2018 Competitive Retailer Survey

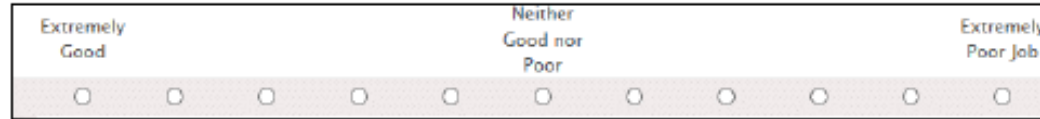


- **Surveying CRs for 15 years**
- **Data collection began on July 10th to August 10th**
- **Encourage Comments and Feedback**
- **Participation: 18 Respondents representing 64 CRs. (84.0 % of End Use Customers Represented)**
 - ✓ **2017 Survey – 25 Respondents representing 63 CRs**
 - ✓ **2016 Survey – 31 Respondents representing 73 CRs**

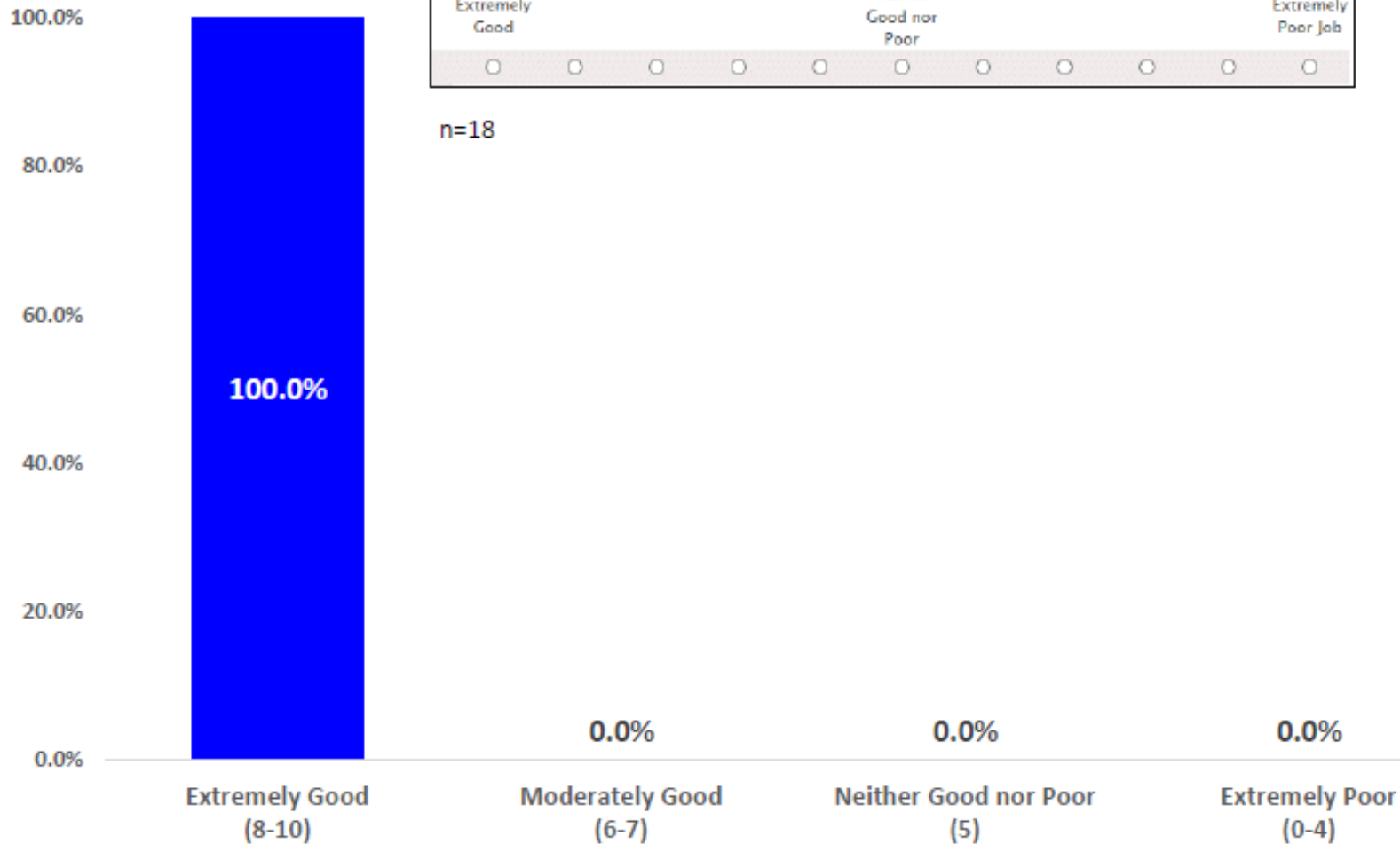


An AEP Company
BUSINESS ENERGY

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



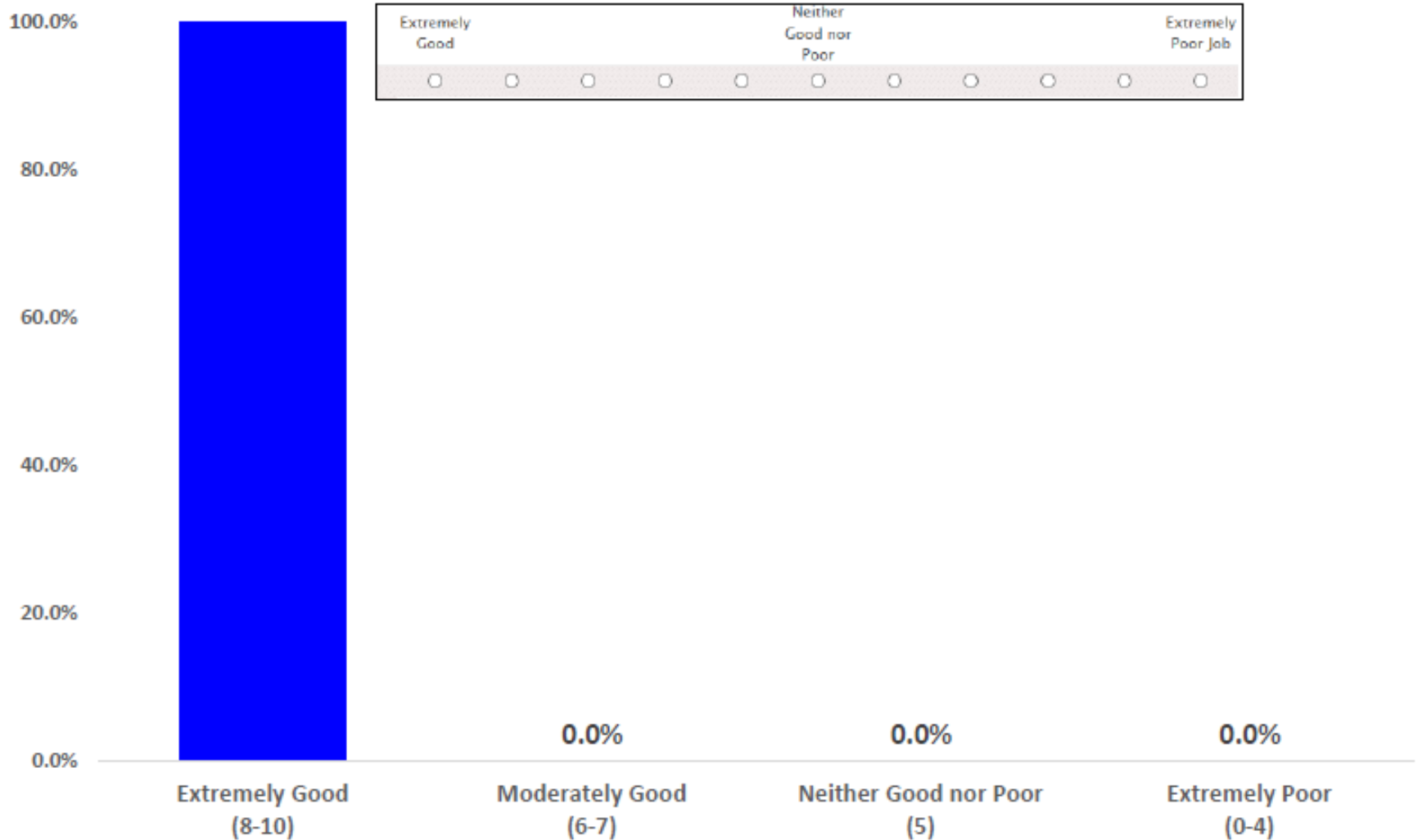
n=18





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

n=17

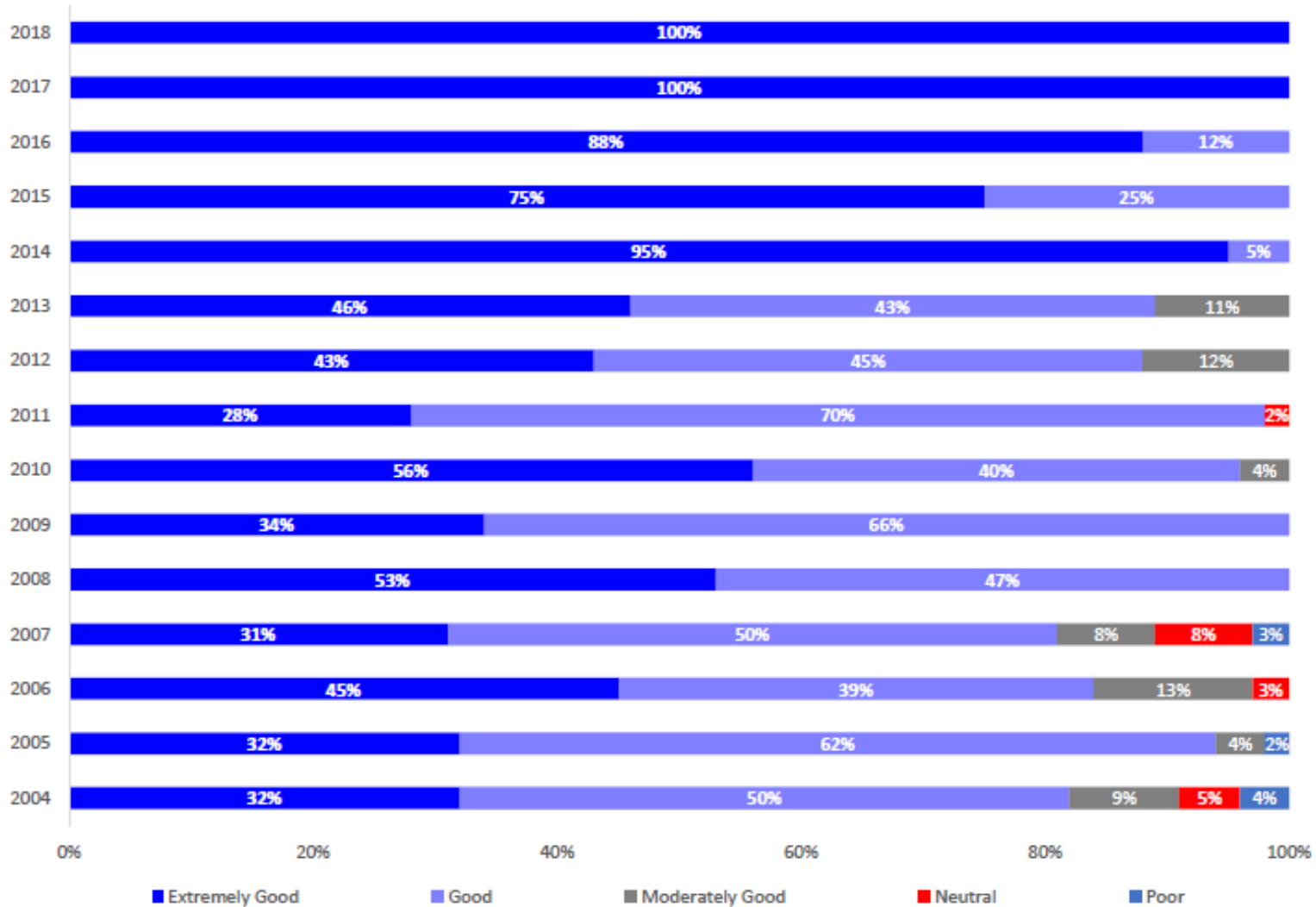




An AEP Company

BOUNDLESS ENERGY

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





An AEP Company

BOUNDLESS ENERGY™



A large, vibrant rainbow arches across a dramatic, cloudy sky. In the foreground, a white utility truck with a bucket is parked on a dirt path. A person in a high-visibility vest is visible near the truck. The landscape is a mix of dry, brownish ground and green shrubs, with rolling hills in the background. The overall scene suggests a rural or utility setting after a rainstorm.

Welcome to the 2018 AEP Texas Competitive Retailer Relations Workshop

October 17, 2018

Topics

- Retail Market Changes
- Mass Transition Overview
- 2018 TAC Subcommittee Restructuring
- Retail Market Subcommittee (RMS) Update
- Retail Market Training

Retail Market Changes

1. NPPRR877, Use of Actual Interval Data for IDR ESIIDs for Initial Settlement
 - Optional method allowing TDSPs to send actual metered IDR interval data for Initial Settlement on BUSIDRRQ ESIIDs via AMS LSE channels that would otherwise require usage to be sent via monthly 867_03.
 - Improves Initial Settlement accuracy for IDR-Required premises
 - Can only be utilized if agreed to by Customer, CR, and TDSP
 - Customer in AEP Texas service territory can begin requesting this once system enhancements are complete and AEP Texas Tariff revisions are approved by the PUCT (ongoing)

 2. NPPRR881, Annual Validation Process Revisions
 - Changes Residential annual validation from being an annual exercise to an every-third-year exercise.
- ❖ NPPRR = Nodal Protocol Revision Request

Mass Transition Overview

A Mass Transition occurs when a Competitive Retailer defaults on their financial obligations to ERCOT and/or TDSPs, and must transition their book of ESI IDs to a Provider of Last Resort (POLR).

Things to remember:

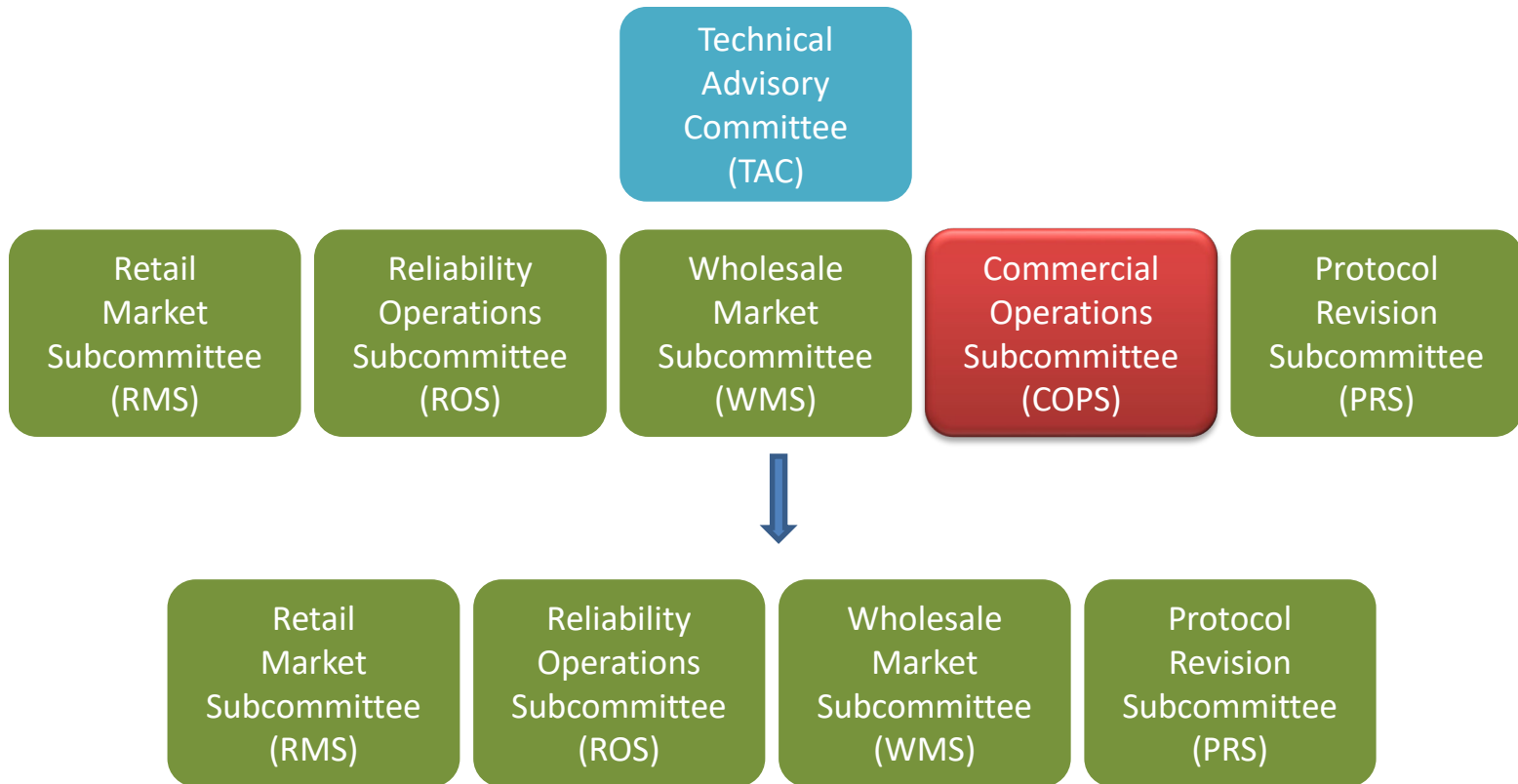
- Customers who are being transitioned to POLR will be notified by ERCOT via phone, text or email the day following the CR default.
- Customers who are being transitioned to POLR are allowed 2 calendar days to switch to a non-POLR CR of their choice, if desired.
- If a Customer does not switch to a non-POLR CR, they will transition to a POLR CR and are subject to POLR rates.
- If a Customer chooses to switch to a non-POLR CR, TDSPs will complete any non-POLR Switch or Move-In up until 7pm CPT of the Effectuating Date as prescribed by PUCT Subst. Rule 25.43.



An AEP Company

BOUNDLESS ENERGY™

2018 TAC Subcommittee Restructuring



2018 TAC Subcommittee Restructuring

Retail Market
Subcommittee
(RMS)

Working Groups

Texas Data Transport & MarkeTrak
Systems (TDTMS)

Texas SET

Profiling (PWG)

Task Forces

Retail Market Training (RMTTF)

RMS changes:

- Inherited Profiling Working Group (PWG) from COPS
- Inactivated Advanced Metering Working Group (AMWG)

Other ERCOT subcommittee changes:

- Wholesale Market Subcommittee (WMS) inherited COPS Market Guide (dealing primarily with ERCOT Wholesale Settlement)

Retail Market Training

Instructor-led courses that are currently available:

- Retail 101 – Introduction to the ERCOT retail market
- Texas SET – Deep dive into TXSET transactions, processes, and work flows
- ❖ *Upcoming 2019 ILT schedule: February (Austin), May (Dallas), September (Houston)*

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>

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?



A large, vibrant rainbow arches across a dramatic, cloudy sky. Below the rainbow, a white utility truck with a bucket and equipment is parked on a dirt road. A person in a high-visibility vest is visible near the truck. The landscape is a mix of dry, brownish ground and green shrubs, with rolling hills in the background under a blue sky with scattered clouds. Power lines stretch across the scene.

Welcome to the 2018 AEP Texas Competitive Retailer Relations Workshop

October 17, 2018

Customer Services Support

Meter-to-Cash Back Office Support

- Choice / EDI (Clearing House)
- Customer Information System (CIS)
- Business Continuity / Disaster Recover
- AMI Systems
 - MDM
 - Head-end Systems
- Large Power Billing
- Load Research



Commitment to Excellence

- ✓ YTD 100% data availability to the market for non-AMI interval usage
- ✓ YTD over 98% of orders processed via full automation
- ✓ YTD over 99% actual intervals
- ✓ YTD over 99% of AMI data delivered to the market



Market Support Improvements

Complete!

- Clearing House 24/7 Automation
- EDI Translator Upgrade
- L&G Upgrade
- Usage Hub



Underway

- Clearing House Server Upgrade
- On-Demand Reads through REP Desk



An AEP Company

BOUNDLESS ENERGY™

Supporting the Market Through Adversity





An AEP Company

BOUNDLESS ENERGY™

Questions?

A large, vibrant rainbow arches across a dramatic, cloudy sky. In the foreground, a white utility truck with a bucket is parked on a dirt road. A person in a high-visibility vest is visible near the truck. The landscape is a mix of dry, brownish ground and green shrubs, with rolling hills in the background. The overall scene suggests a rural or utility setting after a rainstorm.

Welcome to the 2018 AEP Texas Competitive Retailer Relations Workshop

October 17, 2018



An AEP Company

BOUNDLESS ENERGY™

2018 AMS Update

– IDR to AMI project

- Will allow AEP Texas to leverage the AMI system to support IDR customers while meeting ERCOT requirements.
- Infrastructure is in place but will need new or modified Tariffs to fully implement.
- Field verification is on-going utilizing company use non-billing meters.

2018 AMS Update

- Catastrophic Estimation Process (CEP)
 - Correction of Scalar/ Interval misalignment during a catastrophic outage
 - Functionality to allow entire OPCOS (TCC/TNC) to be placed or taken off (CEP)
 - Functionality to allow meter level placement of removal of (CEP)
 - Systemic removal or (CEP) during a meter removal

2018 AMS Update

- Catastrophic Process/Data Sync Automation
 - Automates the data gathering process used in the Hurricane Harvey Restoration.
 - The process will primarily be used in moderate to large outage events.
 - Leverages the AMI system to provide input into the restoration process.
- L+G Command Center 7.2 Upgrade



An AEP Company

BOUNDLESS ENERGY™

AMI Tech Support



An AEP Company

BOUNDLESS ENERGY™

What is AMI?

- Advanced Metering Infrastructure System (AMI) – a program that modernizes the electric grid into the digital age.
- Part of a broad AEP Texas gridSMARTSM initiative that will bring even more opportunities to improve the efficiency with which we distribute and use electricity.
- AMI is comprised of Smart Meters, a two-way communications network and information technology to support their interaction



An AEP Company

BOUNDLESS ENERGY™

AMI at AEP Texas

- AEP Texas wide (TCC and TNC)
- Approximately 1.3 million Smart Meters
- Deployed over 4 years
- We are now AMI (opt-outs)

Key features:

- Automated meter reading
- Remote service connection and disconnection
- Real-time access to customer usage
- Ability to pinpoint outage locations



An AEP Company

BOUNDLESS ENERGY™

Data Analytics

Command Center

Setup

Network

Operations

Reporting

Help

Executive Dashboard

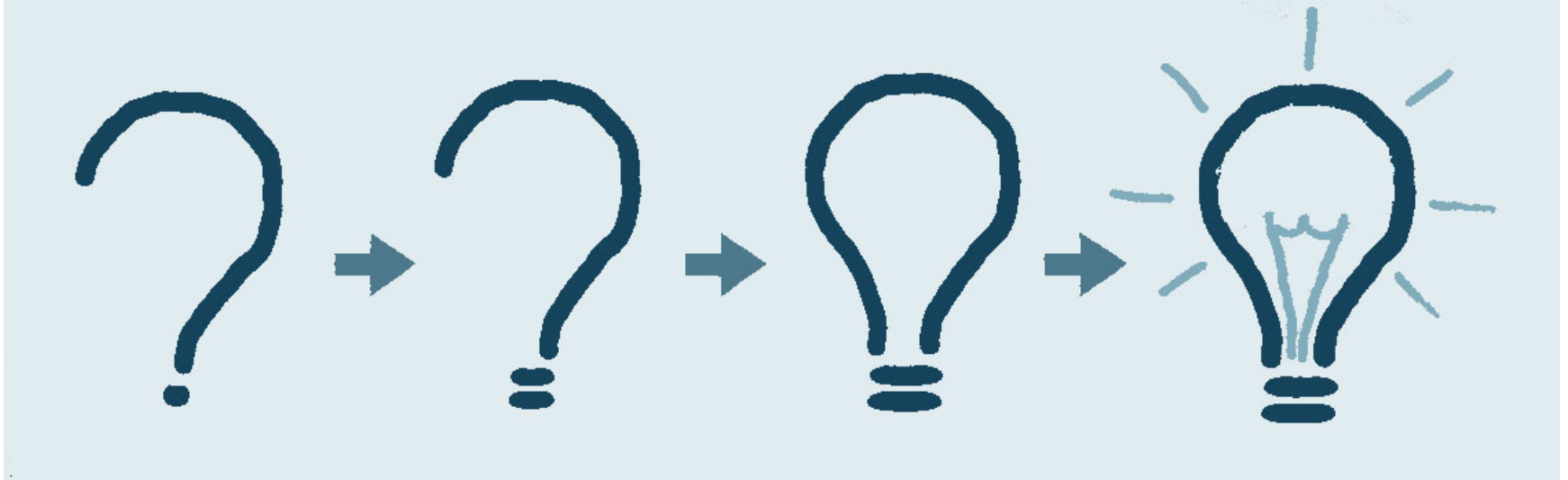
Executive Dashboard

Message Center



Thank you for upgrading to Command Center 6.5.0.

Questions



A large, vibrant rainbow arches across a dramatic, cloudy sky. In the foreground, a white utility truck with a bucket and equipment is parked on a dirt road. A person in a high-visibility vest is visible near the truck. The landscape is a mix of dry, brownish ground and green shrubs, with rolling hills in the background. Power lines stretch across the scene.

Welcome to the 2018 AEP Texas Competitive Retailer Relations Workshop

October 17, 2018

Distribution Dispatch Center

Report your outage by phone or Online



[Log In](#) [Register](#) [En Español](#) 1-877-373-4858

[Home](#) [My Account](#) [Safety](#) [Save Energy](#) [News & Info](#) [Contact Us](#)

[Home](#) | [My Account](#) | [Outages & Problems](#)



[Report Power Outage](#)

[Check Outage Status](#)

[Get Outage Alerts](#)

[Outage FAQs](#)

[Outages By Zip Code](#)

[Report Safety Hazard](#)

[Report Tree Problem](#)

[Report Streetlight Problem](#)

[Report Leased Light Problem](#)

[Report Power Theft](#)

Outages & Problems

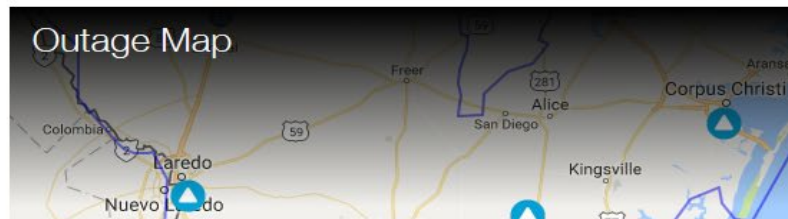
[Report an Outage](#) >

[Check Status](#) >

[Get Outage Alerts](#) >

Outage Resources

- [Outage FAQs](#)
- [Outage Safety Tips](#)
- [Damage to Your Home or Business?](#)
- [Emergency Outage Kit](#)

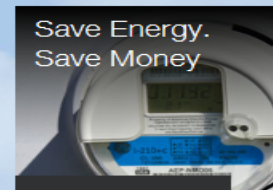
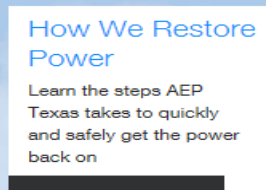
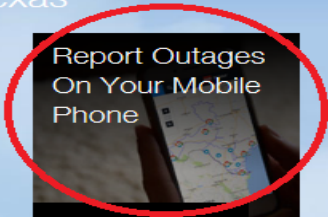
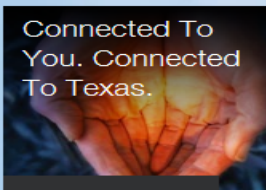


Distribution Dispatch Center

Report your outage by phone or Online

The screenshot shows the AEP Texas website interface. At the top, there is a navigation bar with the AEP Texas logo, a search bar, and links for 'Log In' and 'Register'. Below this is a main menu with buttons for 'Home', 'My Account', 'Safety', 'Save Energy', 'News & Info', and 'Contact Us'. The 'Safety' button is highlighted. Below the main menu, there is a breadcrumb trail: 'Home | My Account | Outages & Problems | Report Power Outage'. On the right side of the breadcrumb trail, there are social media icons for Twitter, Facebook, and YouTube. The main content area is titled 'Report an Outage' and includes the text: 'All inquiries through this automated system are monitored 24 x 7 x 365.' Below this is a 'Safety Conditions' section with a question: '* Does the outage include a downed wire or safety hazard condition?' and three radio button options: 'Yes, a downed wire or safety hazard condition exists', 'No', and 'I don't know'. A blue 'Continue' button with a right-pointing arrow is located below the options. To the right of the 'Safety Conditions' section is a vertical progress indicator with five steps: 1. Safety Hazard? (highlighted in orange), 2. Find Account, 3. Verify Account, 4. Provide Details, and 5. Done. On the left side of the main content area, there is a sidebar menu with links: 'Report Power Outage', 'Check Outage Status', 'Get Outage Alerts', 'Outage FAQs', 'Outages By Zip Code', 'Report Safety Hazard', 'Report Tree Problem', 'Report Streetlight Problem', 'Report Leased Light Problem', and 'Report Power Theft'.

More From AEP Texas





An AEP Company

BOUNDLESS ENERGY™

Distribution Dispatch Center

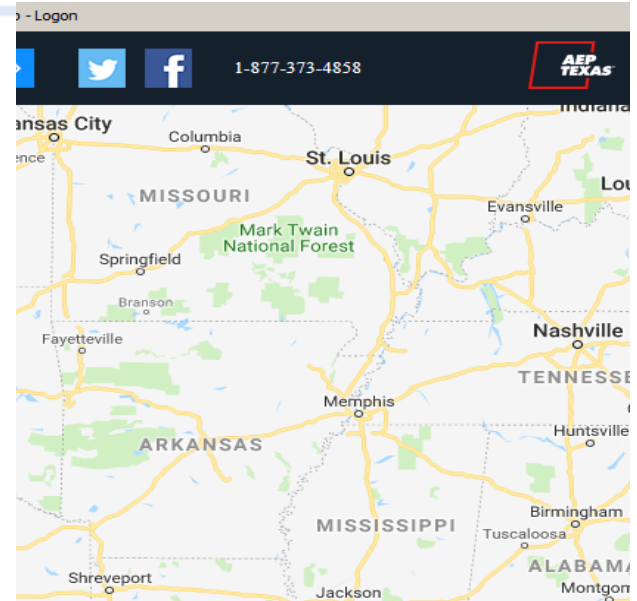
Track your outage

Outages & Problems

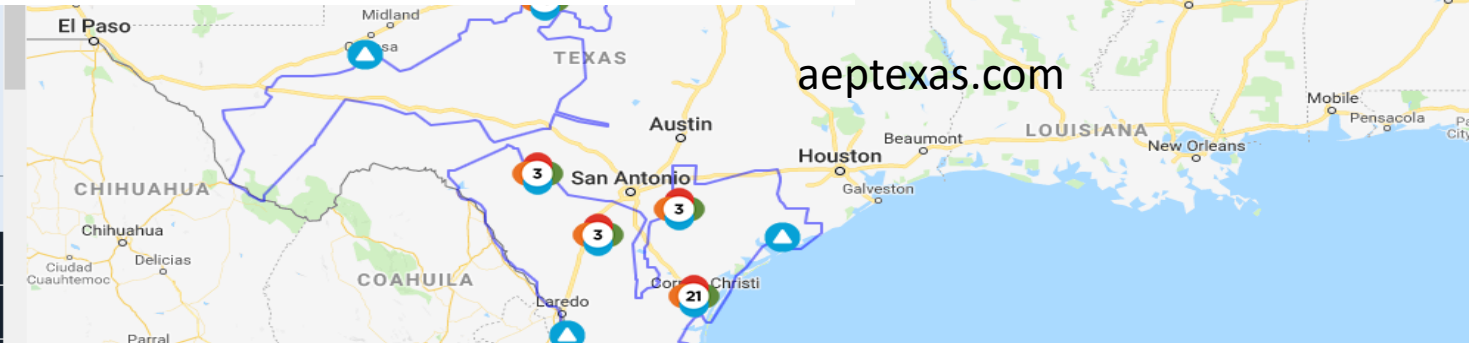
Report an Outage >

Check Status >

Get Outage Alerts >

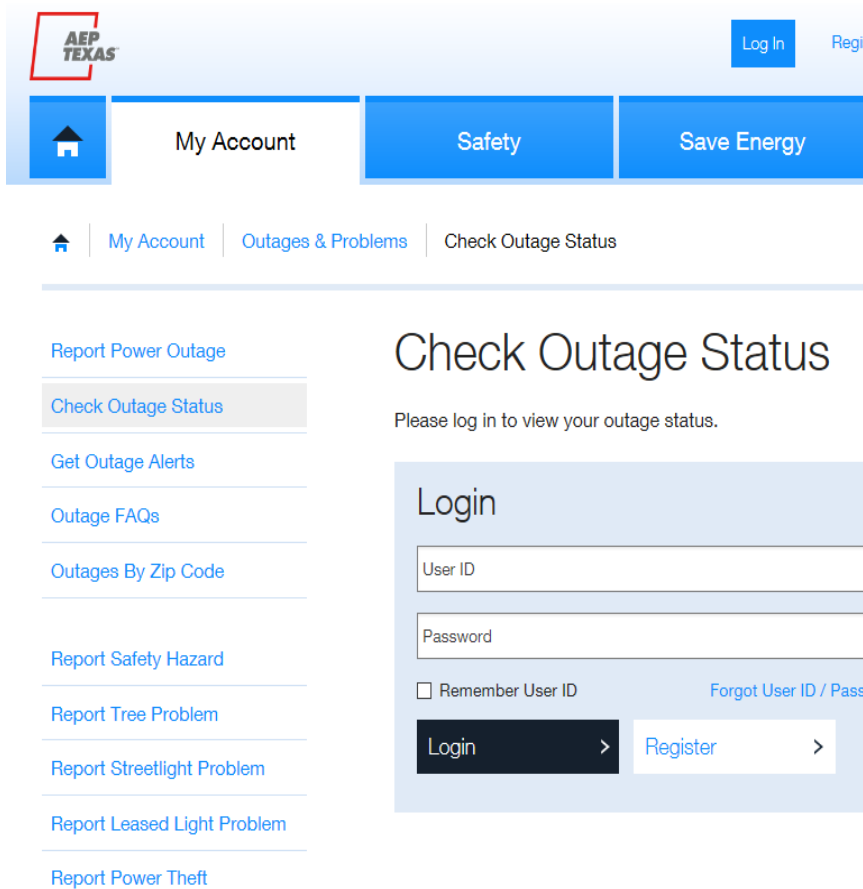


- 1-10 Customers Out
- Multiple Outages
- Service Area Boundary
- Service Area
- Table View
- Bookmarks



Distribution Dispatch Center

Track your outage



The screenshot shows the AEP Texas website interface. At the top, there is a navigation bar with the AEP TEXAS logo on the left and 'Log In' and 'Register' buttons on the right. Below the logo is a home icon. The main navigation bar includes 'My Account', 'Safety', and 'Save Energy'. A secondary navigation bar shows 'My Account', 'Outages & Problems', and 'Check Outage Status'. On the left side, there is a list of links: 'Report Power Outage', 'Check Outage Status' (highlighted), 'Get Outage Alerts', 'Outage FAQs', 'Outages By Zip Code', 'Report Safety Hazard', 'Report Tree Problem', 'Report Streetlight Problem', 'Report Leased Light Problem', and 'Report Power Theft'. The main content area is titled 'Check Outage Status' and contains the text 'Please log in to view your outage status.' Below this is a 'Login' form with fields for 'User ID' and 'Password', a 'Remember User ID' checkbox, and a 'Forgot User ID / Password' link. At the bottom of the form are 'Login' and 'Register' buttons with right-pointing arrows.

Communication Preferences

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.

Login

 Remember User ID

[Forgot User ID / Password](#)



An AEP Company

BOUNDLESS ENERGY™

Distribution Dispatch Center

A composite image featuring a person in a control room in the background, looking at a screen. The screen displays a power line tower with a lightning bolt striking it. The word "DISPATCHERS" is overlaid in large, dark blue, serif capital letters across the top of the image. A green horizontal line is drawn across the bottom of the image, above the tagline.

DISPATCHERS



The calm during the storm.



An AEP Company

BOUNDLESS ENERGY™

Distribution Dispatch Center

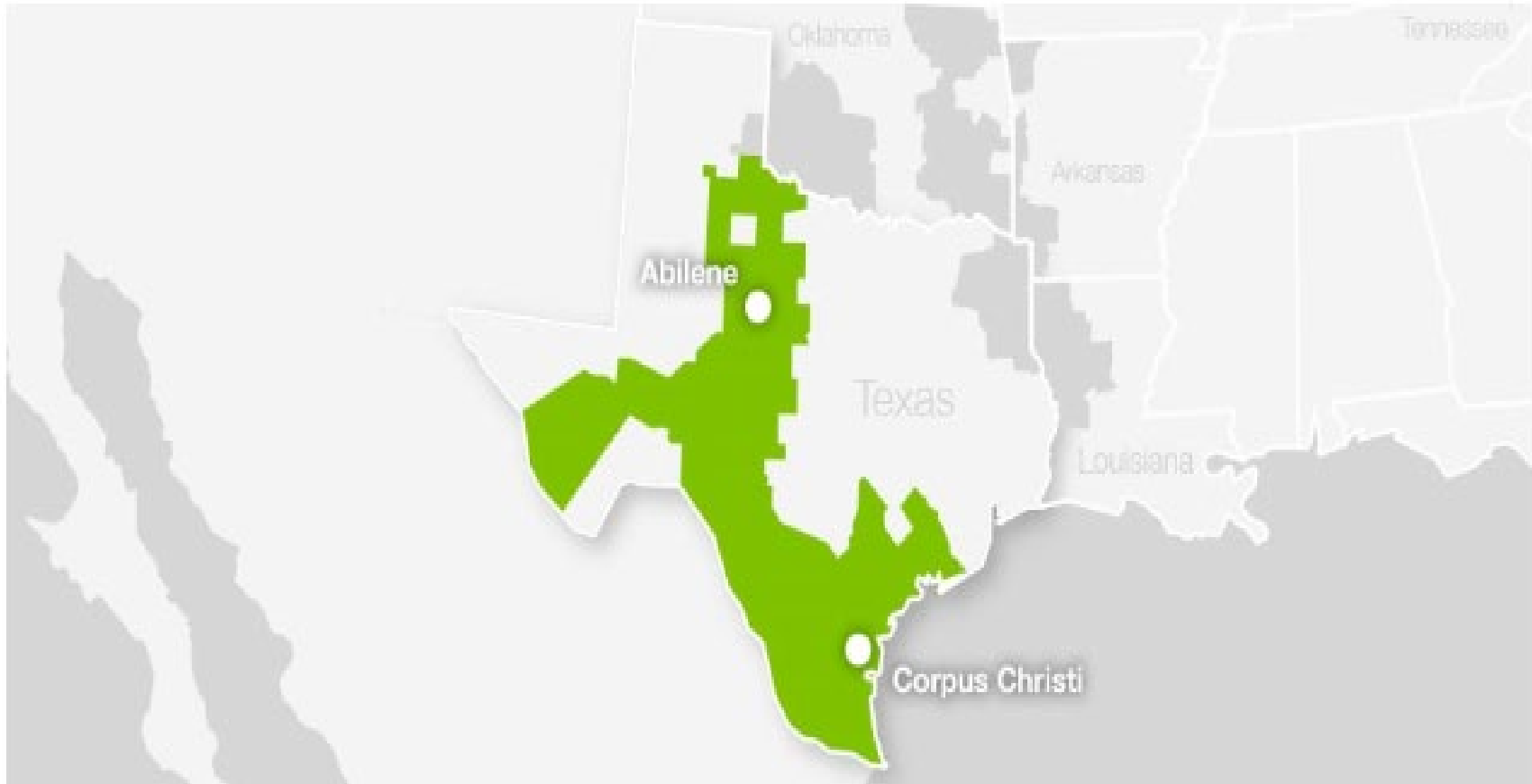
Thank you

A large, vibrant rainbow arches across a dramatic, cloudy sky. Below the rainbow, a white utility truck with a bucket is parked on a dirt road in a rural, hilly landscape. The ground is muddy with some puddles, suggesting recent rain. The background features rolling green hills under a blue sky with scattered clouds. The overall scene is a mix of natural beauty and industrial utility.

AEP Texas
Welcome to Our 15th Annual
Competitive Retailer Relations Workshop

October 17, 2018

AEP Texas Revenue Protection Team



A large, vibrant rainbow arches across a dramatic, cloudy sky. Below the rainbow, a white utility truck with a bucket is parked on a dirt road in a rural, hilly landscape. The ground is muddy with some puddles, suggesting recent rain. The background features rolling green hills under a blue sky with scattered clouds. The overall scene is a mix of natural beauty and utility work.

AEP Texas
Welcome to Our 15th Annual
Competitive Retailer Relations Workshop

October 17, 2018