

A photograph of a modern, multi-story office building at night. The building has a grid-like facade with many windows, some of which are illuminated from within. At the top of the building, the words "AEP TEXAS" are displayed in a glowing, illuminated sign. The building is set against a dark night sky. In the foreground, there are palm trees and other foliage, and a street with traffic lights and streetlights is visible. The overall scene is a city street at night with the building as the central focus.

AEP TEXAS

Welcome to the 2025 AEP Texas  
Competitive Retailer Workshop  
October 30, 2025



**WELCOME**

Judith Talavera, AEP Texas President & COO



An **AEP** Company



# GROWTH IN THE AEP TEXAS TERRITORY

Chad Burnett, AEP Texas VP Finance & Regulatory



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AEP Texas

# COMPETITIVE RETAILER WORKSHOP

**AEP  
TEXAS**

An AEP Company

October 30, 2025

# AEP Texas Service Territory

- AEP Texas is the fastest growing utility<sup>1</sup> in the fastest growing state<sup>2</sup> in the nation.
- Size of Service Territory: 97,000 square miles (larger than 40 US states)
- AEP Texas also has the largest coastal access in the state.
- Laredo, TX now the top port city in the US<sup>3</sup>.
- Port of Corpus Christi is the fastest growing major port over the last decade<sup>3</sup>.
- AEP Texas serves portions of the Permian and Eagle Ford shale plays.

Total Customers	1,132,000
Residential	954,000
Commercial	157,000
Data Centers	25
Industrial	12,000

## Major Industries Served

- Petroleum Products
- Chemical Manufacturing
- Oil & Gas Extraction
- Pipeline Transportation
- Primary Metal Manufacturing
- Data Centers



<sup>1</sup> Based on reported GWh sales from utilities Annual 10-K filing with SEC.

<sup>2</sup> Texas leads the nation in number of jobs added and population increase since before the pandemic.

<sup>3</sup> Forbes, Dec 30, 2023 "Top 10 Fastest Growing Ports in United States Over the Last Decade" Ken Roberts.

# Texas Has a Competitive Advantage

## FERC vs ERCOT Transmission Planning Process

**Load**  
(6-12 months)

**Generation**  
(6-24 months)

**Transmission**  
(3-6 years)

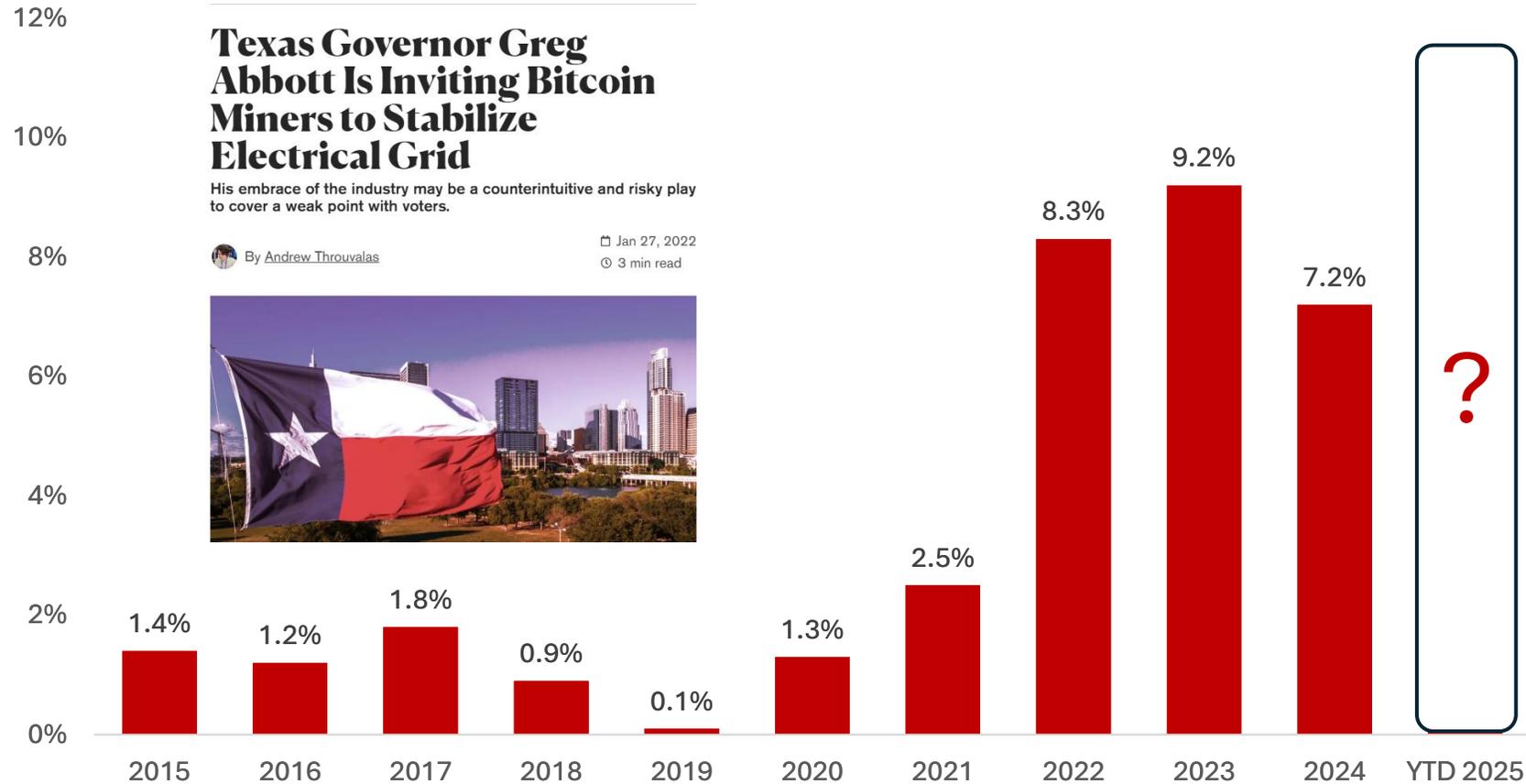


Texas has a competitive advantage to attract new businesses and industries to our diversified economy over other FERC jurisdiction RTOs.

Source: ERCOT

# Are We Slowing Down?

## Weather Normalized GWh Growth



### Texas Governor Greg Abbott Is Inviting Bitcoin Miners to Stabilize Electrical Grid

His embrace of the industry may be a counterintuitive and risky play to cover a weak point with voters.

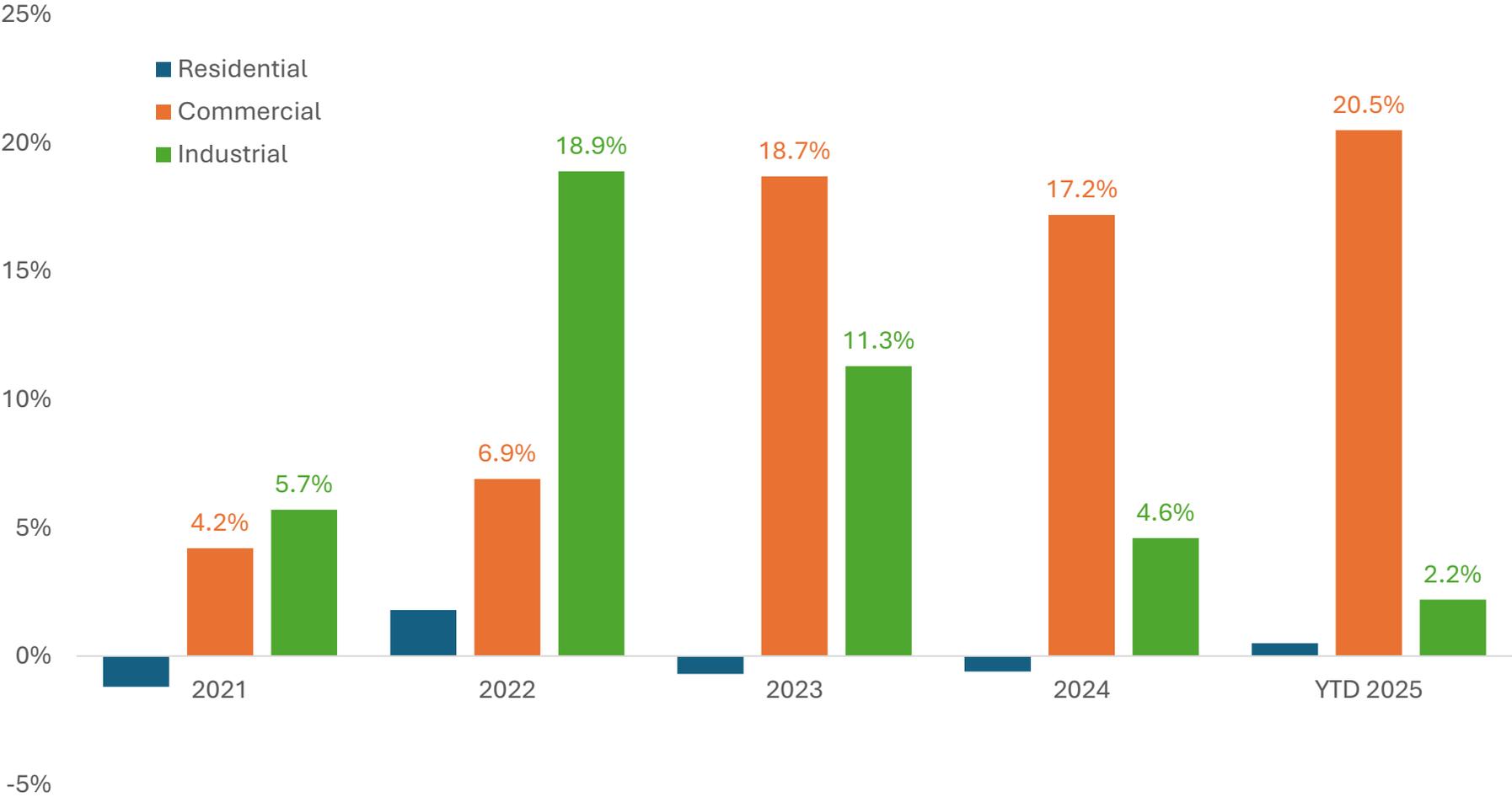
By Andrew Throuvalas

Jan 27, 2022  
3 min read



# Primarily in Commercial and Industrial

AEP Texas Normalized Growth by Class



# Fun With Numbers (Update)

Last Year

This Year

All-time Peak Demand

~ 7,500 MW

+ Signed LOAs w/ Customers

~ 11,500 MW

+ Customers Requesting LOAs

~ 9,800 MW

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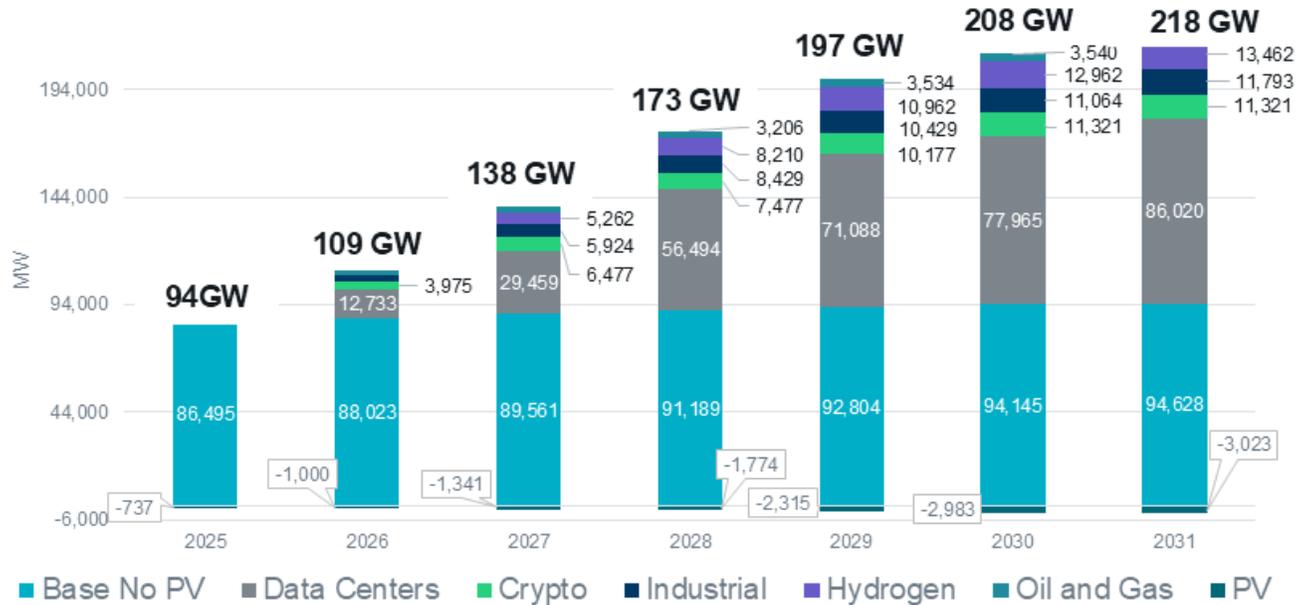
Potential Load by 2035

~ 28,800 MW

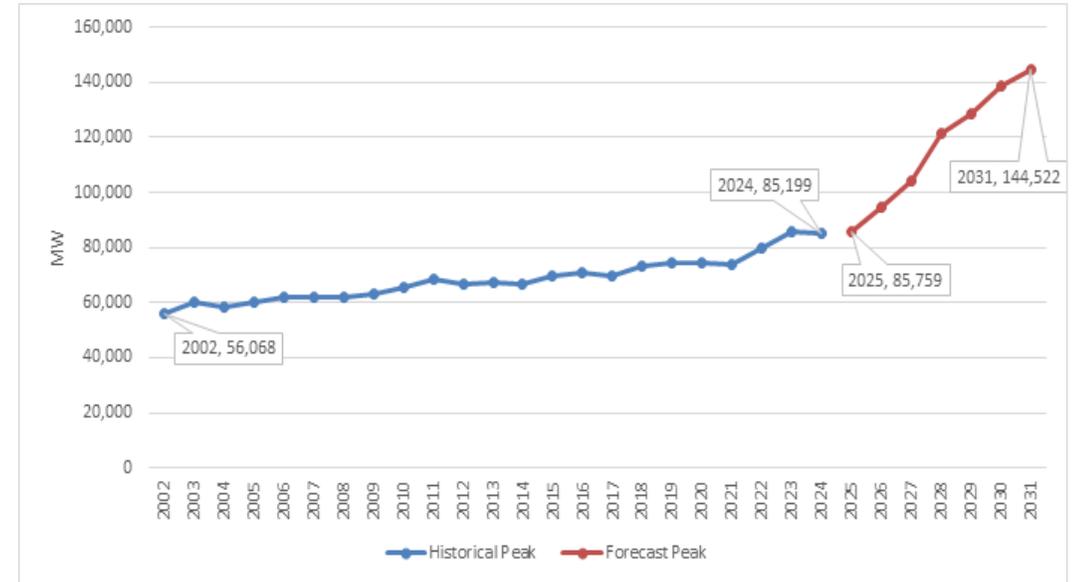


# Load Growth Across ERCOT

## TSP Provided Peak Demand Forecast



## ERCOT Adjusted Peak Demand Forecast

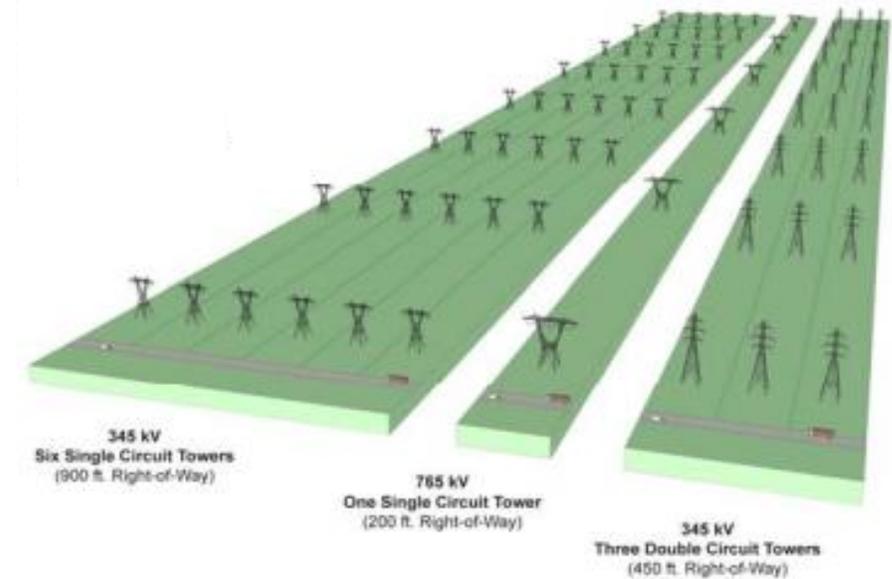


ERCOT is projected to nearly double its load by the end of the decade.

	2025	2026	2027	2028	2029	2030	2031
Data Centers	3,717	12,733	29,459	56,494	71,088	77,965	86,020
Crypto	1,868	3,975	6,477	7,477	10,177	11,321	11,321
Industrial	973	2,757	5,924	8,429	10,429	11,064	11,793
Hydrogen	5	357	5,262	8,210	10,962	12,962	13,462
Oil and Gas	1,334	2,186	2,851	3,206	3,534	3,540	3,606
PV	-737	-1,000	-1,341	-1,774	-2,315	-2,983	-3,023

# Time to Upgrade – Benefits of 765 kV System

- 765 kV transmission is a proven technology. AEP has built, owned, and operated 765 kV transmission lines in PJM for over 50 years.
- One 765 kV line can carry the equivalent power of six 345 kV lines or three double-circuit 345 kV lines.
- 765 kV system is significantly more efficient, which reduces losses on the system and requires less generation to serve the same demand.
- Significantly smaller Right-of-Way required to deliver the same amount of electricity with a 765 kV system (less disruptive to Texas landowners).
- This could result in a faster process (regulatory efficiency) than the traditional 345 kV approach.
- Lower capital cost per MW-mile for 765 kV system compared to 345 kV.
- Less sensitive to specific location of generating facilities to operate efficiently.
- With six conductors per phase, 765 kV lines significantly reduce the risk of thermal overload that exists with lower voltage lines.



# Positioned to Extend the Texas Miracle



Public Utility Commission of Texas  
1701 N. Congress, P.O. Box 13326, Austin, TX 78701

News Release  
April 24, 2025

Contact: Ellie Breed  
[Media@PUC.Texas.Gov](mailto:Media@PUC.Texas.Gov)

## PUCT Approves Plan for the First Extra High Voltage Transmission Lines in ERCOT Region

*New Lines to Transport Power to the Energy-Rich Permian Basin*

AUSTIN, Texas - In a landmark decision, the Public Utility Commission of Texas (PUCT) today approved a plan to build the Electric Reliability Council of Texas (ERCOT) region's first extra high voltage transmission lines to meet the Permian Basin's rapidly growing power needs.

"The PUCT is fully committed to building an ERCOT grid that will serve Texans reliably for decades to come," PUCT Chairman Thomas Gleeson said. "Extra high voltage lines are more efficient and strengthen reliability. Because each line can carry more power, fewer lines are necessary to serve the needs of the Permian Basin Region, meaning less disruption to Texas landowners, natural habitats, and landscapes. Our priority now is ensuring utilities execute these projects quickly and at the lowest possible cost to Texas consumers."

House Bill 5066, passed by the Texas Legislature in 2023 and signed into law by Gov. Greg Abbott, required the PUCT to approve an electric reliability plan for the Permian Basin region to support the on-going expansion and electrification of Texas' oil and gas industry and the growing electricity needs of West Texas communities. That plan was [approved in Oct. 2024](#). The next step was determining whether to build it out with new, more efficient extra high voltage (765 kilovolts) transmission lines or the standard 345-kilovolt transmission lines currently in use throughout the ERCOT grid.

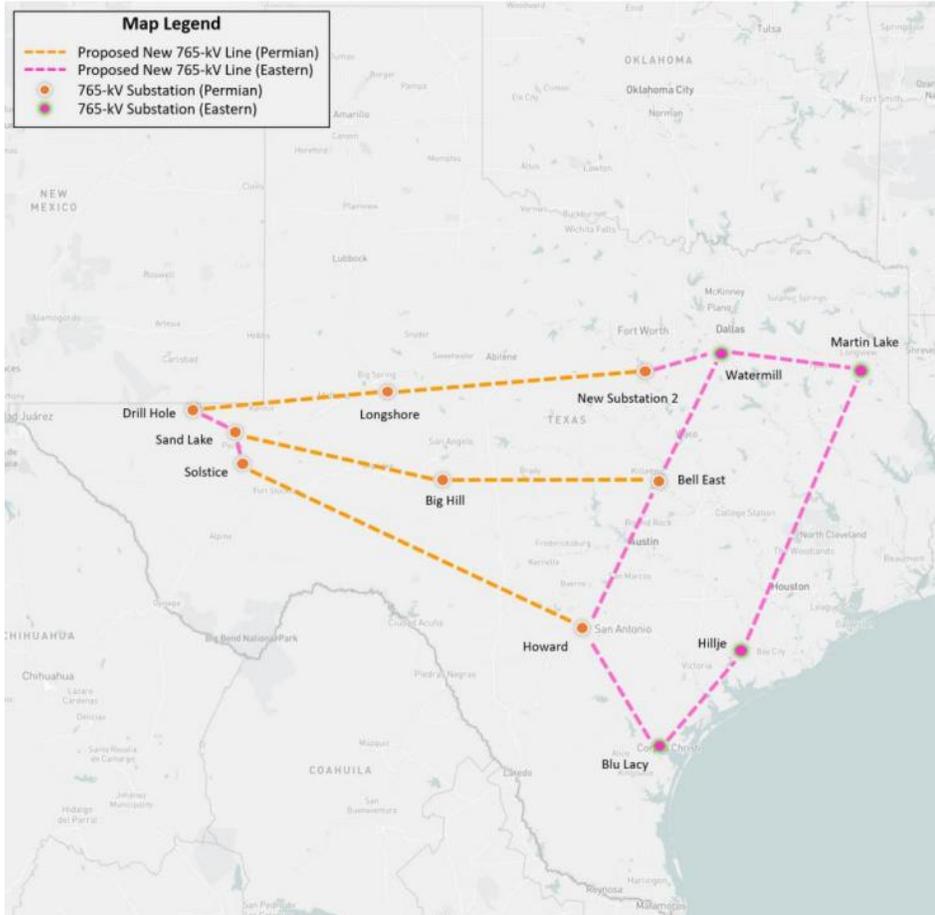
The Permian Basin reliability plan is the first step in a [broader effort mandated by the Legislature and Gov. Abbott](#) to evaluate transmission and distribution systems across the ERCOT grid and identify where improvements are needed to support the state's rapid growth and ensure long-term electric reliability.

The PUCT's approval of the Permian Basin reliability plan follows a full analysis of the costs, equipment supply chains, and project completion timelines of both voltage options. Additionally, the PUCT and ERCOT hosted six workshops to gather input from members of the public, equipment manufacturers, and the transmission service providers (TSP) who will build and operate the new lines.

"The PUCT is fully committed to building an ERCOT grid that will serve Texans reliably for decades to come".

The Permian Basin reliability plan is the first step in a broader effort mandated by the Legislature and Gov. Abbott to evaluate transmission and distribution systems across the ERCOT grid and identify where improvements are needed to support the state's rapid growth and ensure long-term electric reliability.

# Texas 765 kV STEP (Strategic Transmission Expansion Plan)



- On April 24, 2025, the Commission approved the first 765 kV lines to meet the growing electricity needs of the Permian Basin with the goal of having the 3 lines in-service by 2030.
- As part of the 2024 Regional Transmission Plan (RTP), ERCOT identified the 765 kV STEP plan to provide an extra high voltage backbone that would address the growth and reliability needs of the state.
- In July 2025, AEP Texas, Oncor, CenterPoint, and CPS Energy submitted the Eastern Backbone Project of the 765 kV STEP for approval through the ERCOT Regional Planning Group (RPG) process.

# Key Updates from 89<sup>th</sup> Legislative Session (2025)

- **SB 6** provides structure to large load interconnection process. Includes minimum requirements to connect new large loads and provisions to ensure new loads are paying their fair share of transmission costs.
- **HB 143, HB 144, SB 1789 & HB 145** combined are a suite of bills to address wildfire risk in Texas. They address inspections, maintenance reports, and a requirement by utilities to develop a Wildfire Mitigation Plan that must be approved by the Commission.
- **SB 1664** includes new reporting requirements for utilities to provide increased transparency for rate adjustments.
- **HB 5247** provides certain ERCOT utilities the opportunity to consolidate six existing recovery filings into a single annual filing.



QUESTIONS?



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# REGULATORY UPDATES

Jennifer Frederick, Director Regulatory



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# TOPICS:

1. System Resiliency Plan
2. Application for Approval of a Single Unified Tracking Mechanism (UTM)
3. Rulemakings
4. CCNs

# System Resiliency Plan (Docket No. 57057)

Resiliency Measure(s)	Estimated Capital Costs	Estimated O&M
Measure 1: Distribution Feeder Hardening (Rebuild)	\$81.1 million	\$6.1 million
Measure 2: Lateral Hardening (Rebuild)	\$150.1 million	\$11.3 million
Measure 3: Crossing Upgrades	\$6.9 million	\$0.5 million
Measure 4: Resiliency Vegetation Trimming	N/A	\$32.3 million
Measure 5: Wildfire Mitigation – Vegetation Intelligence	N/A	\$4.2 million
Measure 5: Wildfire Mitigation – Supervisory Control And Distribution Automation (SCADA) Expansion (Limited to Substations in Wildfire Mitigation Zones (WMZ))	\$13.87 million	\$0.07 million
Measure 5: Wildfire Mitigation – Drone Technology (Limited to WMZ North and WMZ West as Detailed in Response to Staff 1-13)	\$8.09 million	\$3.09 million

# Application for Approval of a Single Unified Tracking Mechanism (Docket 58315)

- Requests approval of the following:
  - Proposed Rider DCRF
  - Proposed Rider TCRF
  - Proposed Open Access Transmission Tariff (OATT)

# Monthly Rates Report to the PUC

Class	Charges	Unit	Central	*North
			Current Charge	Current Charge
Residential	Customer Charge	per Customer per Month	\$ 1.27	\$ 1.27
	Metering Charge	per Meter per Month	\$ 1.97	\$ 1.97
	Volumetric Charge	per kWh	\$ 0.061	\$ 0.059
<b>Average Residential Customer Bill (500 kWh)</b>		<b>Per Month</b>	\$ 33.40	\$ 32.74
<b>Average Residential Customer Bill (1,000 kWh)</b>		<b>Per Month</b>	\$ 63.59	\$ 62.26
<b>Average Residential Customer Bill (2,000 kWh)</b>		<b>Per Month</b>	\$ 123.97	\$ 121.31
Secondary <=10 kW	Customer Charge	per Customer per Month	\$ 1.45	\$ 1.45
	Metering Charge	per Meter per Month	\$ 4.21	\$ 4.21
	Volumetric Charge	per kWh	\$ 0.045	\$ 0.043
Secondary > 10 kW 4CP	Customer Charge	per Customer per Month	\$ 2.28	\$ 2.28
	Metering Charge	per Meter per Month	\$ 19.72	\$ 19.72
	Volumetric Charge's	per kWh	\$ 0.000733	\$ 0.000733
	Dist Demand Charge's	per Distribution kW	\$ 8.177570	\$ 7.926116
	Trans Demand Charge's	per 4CP	\$ 5.467657	\$ 5.467657
Secondary > 10 NCP	Customer Charge	per Customer per Month	\$ 2.28	\$ 2.28
	Metering Charge	per Meter per Month	\$ 19.72	\$ 19.72
	Volumetric Charge's	per kWh	\$ 0.000733	\$ 0.000733
	Dist Demand Charge's	per Billing kW	\$ 8.177570	\$ 7.926116
	Trans Demand Charge's	per NCP	\$ 4.375157	\$ 4.375157

\*\*Charges do not include % of revenue factor based charges. However, they were incorporated into the Average Residential Customer Bill examples.

# Rulemakings

- Project No. 57743: Review of Energy Efficiency Rules
- Project No. 56789: Transmission and Distribution Wildfire Mitigation Plans and Self-Insurance Plans
- Project No. 57928: Electric Service Emergency Operations Plans

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# QUESTIONS?



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# RESILIENCY

Mark Baker, Director Distribution Engineering



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# Resiliency Plans at AEP Texas

- Our current Resiliency Journey started in 2014 following super storm Sandy.
- In 2014, AEP made a commitment to our customers to build an electrical system that was more resilient, one that would rise above the minimum required design standards of the National Electric Safety Code (NESC).
- AEP Texas started designing structures with Heavy or Light ice loadings and applying higher wind speeds to the entire pole.

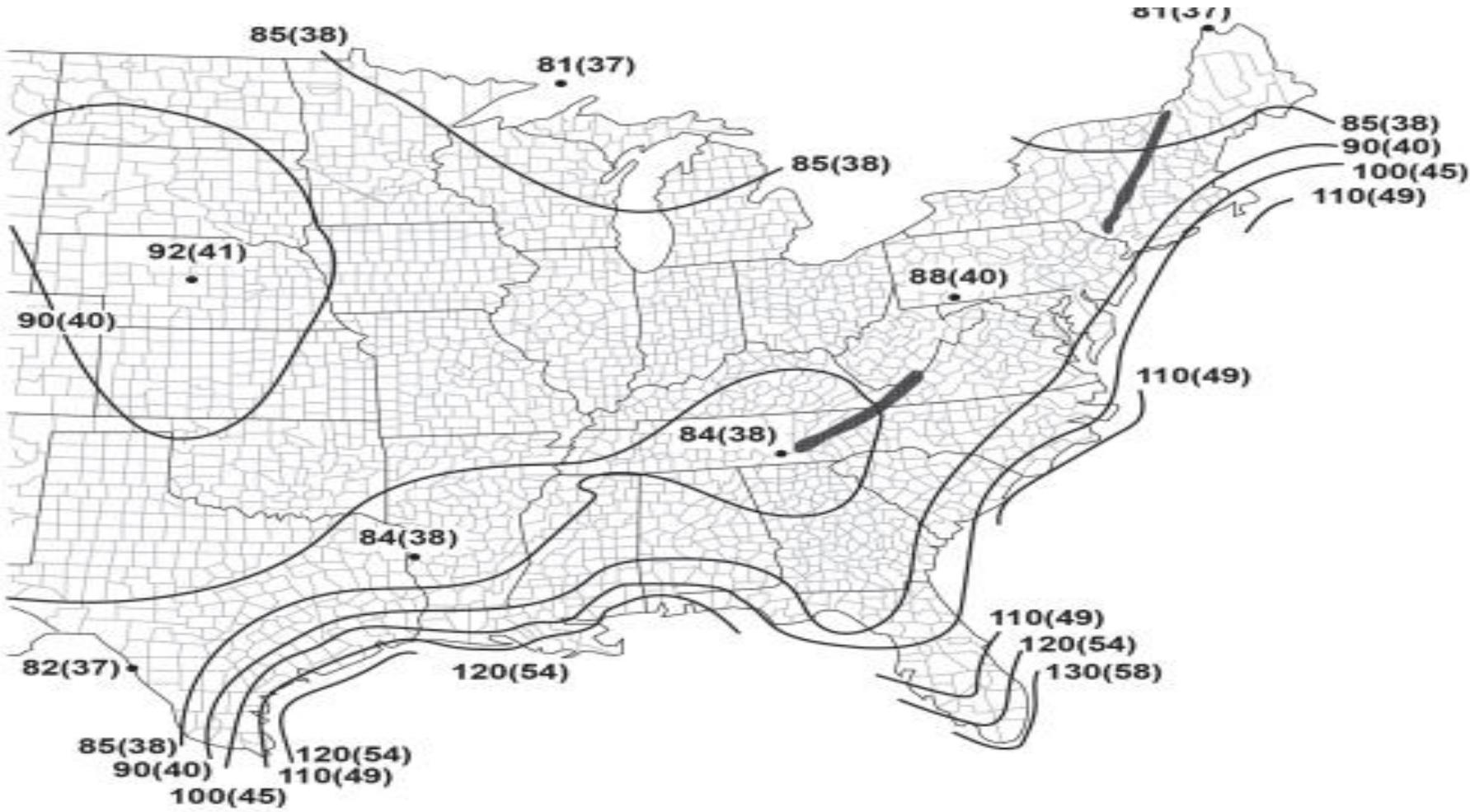
# NESC ICE Loading



The Warm Island Loading District includes American Samoa, Guam, Hawaii, Puerto Rico, Virgin Islands, and other islands located from latitude 25 degrees south through 25 degrees north.

**Figure 250-1—General loading map of United States with respect to loading of overhead lines**

# NESC Wind Loading



# Texas advancement in Resiliency

- In 2023 the Texas Legislature passed HB2555 which encouraged electric utilities to file Resiliency Plans to the Texas Public Utility Commission to prevent, withstand, mitigate or more promptly recover from resiliency events.
- AEP Texas currently has a plan before the Commission to rebuild approximately 433 miles of power lines, replacing approximately 16,000 structures over 3 years.
- The plan also includes additional vegetation management on 218 Distribution feeders and the use of technologies to mitigate wildfires.
- This acceleration of our Resiliency efforts will be an additional investment of approximately \$310M over the next 3 years. Estimated impact of \$1.45/month for average residential customer.

# Bay City poles surviving Beryl



# Ongoing commitment to Resiliency



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# QUESTIONS?



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# OUTAGE MAPPING UPDATES

Omar Lopez, Director Corporate Communications



An AEP Company

# Texas Utilities Outage Map Requirements

**Deadline: June 1, 2025**

- Each utility must maintain an accurate and publicly available online outage tracker or outage map on its website.
- An online outage tracker or outage map must contain a map of the utility's distribution service territory that identifies:
  - Location of the outage.
  - The date and time the outage was reported or otherwise identified.
  - An estimated restoration time.
  - The general status of the restoration effort.
  - The date and time the outage and restoration status information was most recently updated.
  - Must be available in English and Spanish.

# THREE Important Requirements!

1. If a utility's outage map is scheduled to be taken offline or may otherwise become unavailable due to maintenance or upgrades, **the utility must post details of the scheduled activity on its website and provide notice of the scheduled activity to the commission's Consumer Protection and Critical Infrastructure Security and Risk Management divisions no later than seven days prior to the scheduled activity.**
2. An outage tracker or outage map **must provide or link to information that indicates the different methods a customer may use to report an outage or hazardous condition and provide or link to information on how a customer may request to receive updates on the status of outages and outage restoration efforts.**
3. The outage tracker or outage map **must include at least one digital means for a customer to report an outage to the utility.**





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# Test Results

## Discussing Results with the Customer After the Test

### 1. Troubleshooting:

If the instantaneous KW check indicates potential issues, discuss findings and possible implications for the customer's home.

### 2. Review Findings:

Summarize the results of the meter test, highlighting any discrepancies or issues identified during the checks.

### 3. Answer Questions:

Address any questions the customer may have regarding the results or their electric usage.

### 4. Documentation:

Provide the customer with a copy of the results, either by leaving a printed summary or sending it via text.



# Test Results

## Discussing Results with the Customer After the Test

### 1. Post Results:

Document the test results in the Spectrum system under the IO MTEST INSTR (IO 26) and FT MTR SC (MAMWAS DT 05) orders for compliance and future reference.

The screenshot shows a software interface for recording test results. At the top, a dropdown menu is set to "OVERHEAD SERVICE COMPANY OWNS SERVICE ENTRANCE CABLE". Below this, the text "Commercial Inside City Limits" is displayed. A navigation bar contains tabs: (1) Mtr. Details, (2) Svr. Pnt., (3) Tran/Aux., (4) Test Details (selected), (5) Other Dtl., and (0) Desc/Dir. The main form includes a "Meter" dropdown set to "01 145742353" and a "Device Code" field with "NLD06". An "Activity" dropdown is set to "09 I.O. CUSTOMER (FIELD)". There are two columns of input fields: "As Found Meter Test Data" and "As Left Meter Test Data". Each column has fields for KWH, FL, LL, and Lag. To the right of these columns are checkboxes for "CTVT Test Complete", "Rr Verified", "Kh Verified", and "KW Load", along with a "Standard #" field. At the bottom, there are three dropdown menus for "Defect Code" and "Damage Code". The interface concludes with a row of buttons: "Exception", "Remarks", "Energy Div", "Requirement", "OK", and "Cancel".

A blurred background image showing several people in a professional setting. One person in the foreground is wearing a red sweater and is looking at a laptop screen. Another person's hand is visible near the laptop. The overall scene is brightly lit, suggesting an office or meeting environment.

# QUESTIONS?



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# Distribution Operations



# Distribution Operations

AEP Texas services area is approximately 97,000 square miles  
44,609 of distribution lines

## **Five Districts**

Abilene - Corpus Christi – Laredo -  
RGV  
San Angelo

Responsible for the delivery of  
electrical power to the consumers



# Distribution Operations

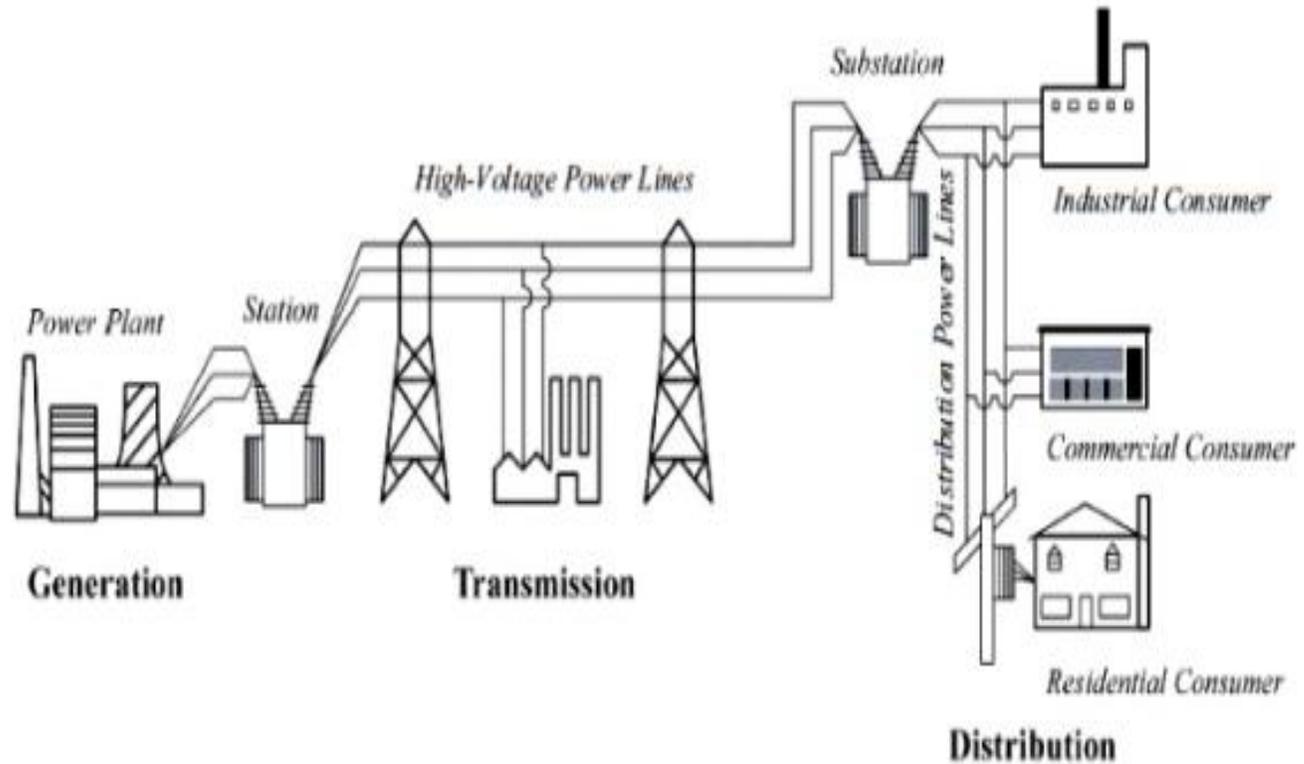
Generation

Transmission System

Substation

Distribution System

Consumer



# Distribution Operations



## Service Department

- First Responders
- Trouble Calls
- Maintenance Request
- Site Visits
- Connect & Disconnect Service
- Work alone
- Problem Solve
- Frequent interactions with customers

# Distribution Operations



## Construction Department

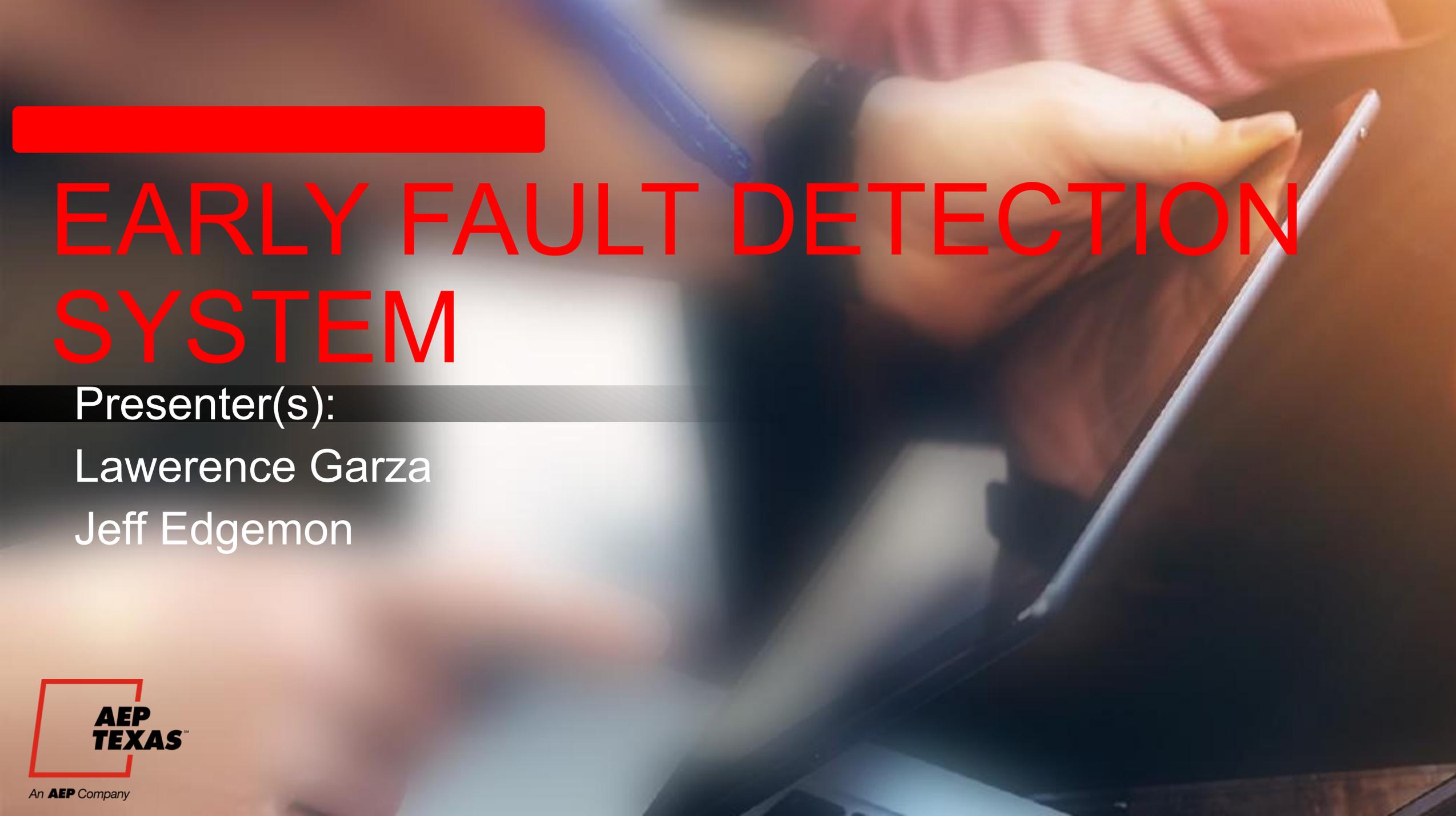
- Set poles
- Run New Spans of wire
- Install equipment to provide service
- Provide Power Restoration
- Establish new service for customers or upgrade to existing service to accommodate future growth
- Line Mechanics go to school for 4 years before they graduate
- Line Mechanics continue to learn with all the new technology

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# QUESTIONS?



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# EARLY FAULT DETECTION SYSTEM

Presenter(s):

Lawrence Garza

Jeff Edgemon



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# What is an early fault detection system?



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BOUNDLESS ENERGY™

**A System that uses radio-frequency (RF) sensors and advanced analytics to monitor power line conditions to detect potential failures before they cause outages or wildfires.**



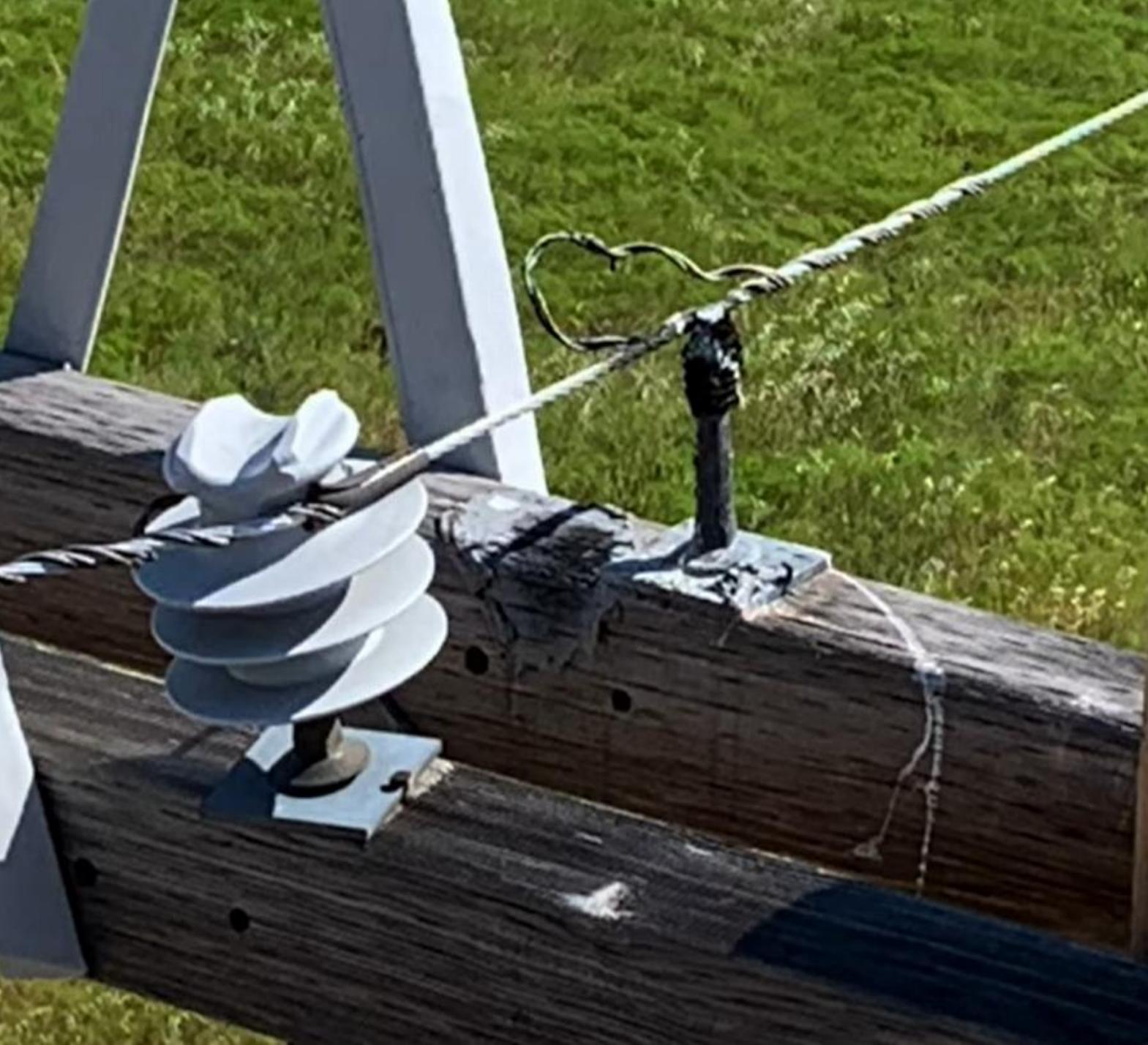
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# Early Fault Detection System

By:

**INTELEGENENT NETWORK  
DIAGNOSTIC TECHNOLOGY**

(IND. T)



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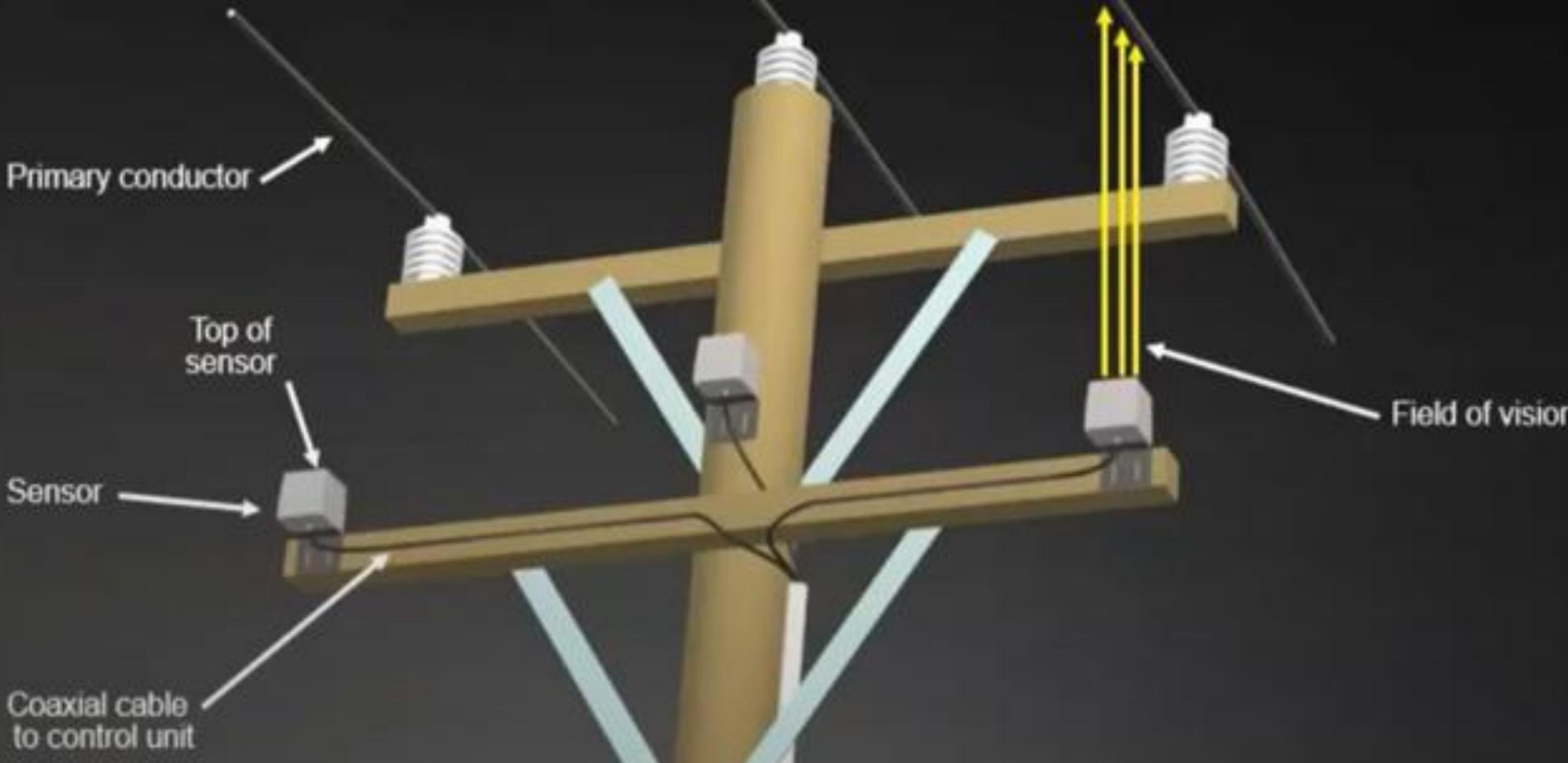
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**Distribution example:**  
Note: Sensors placed at uniform distance from individual conductors.





THANK YOU!



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BOUNDLESS ENERGY™



# QUESTIONS?



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# AEP Texas Asset Condition Intelligence Program

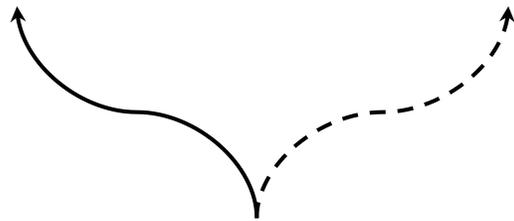
Patrick Rackley- AEP Texas Continuous Improvement Manager

Vegetation Risks

Fuelscape

UAS /Machine Learning / AI

# Where we focus when it comes to planning

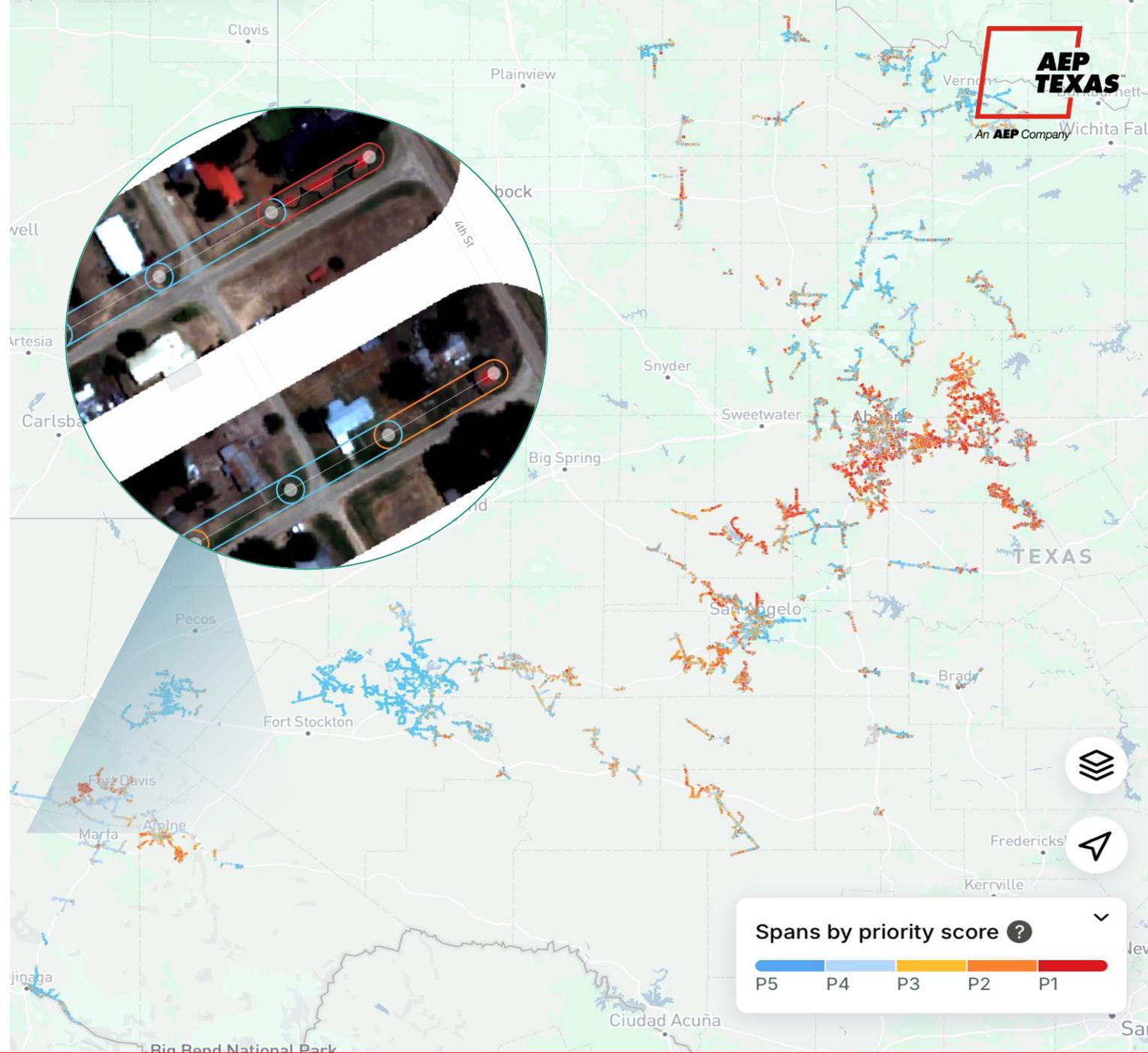


Analyze vegetation, fuel loads, asset condition, and ignition potential to optimize risk-based planning and execution strategy.

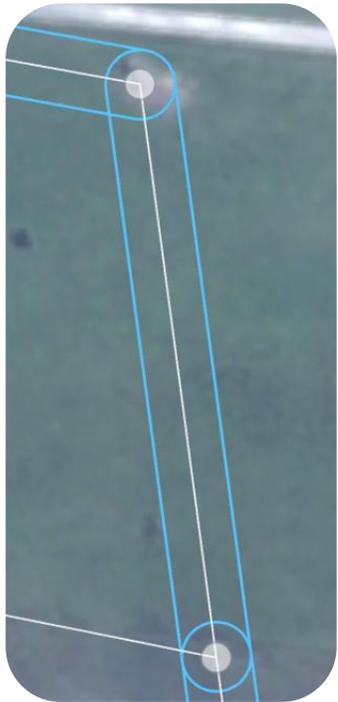
# Current status:

Analyzed ~10,000 miles of vegetation intelligence in 2025

Team is actively working vegetation on prioritized spans



# Classify risk at the span and tree level



None



Minor



Low



Medium



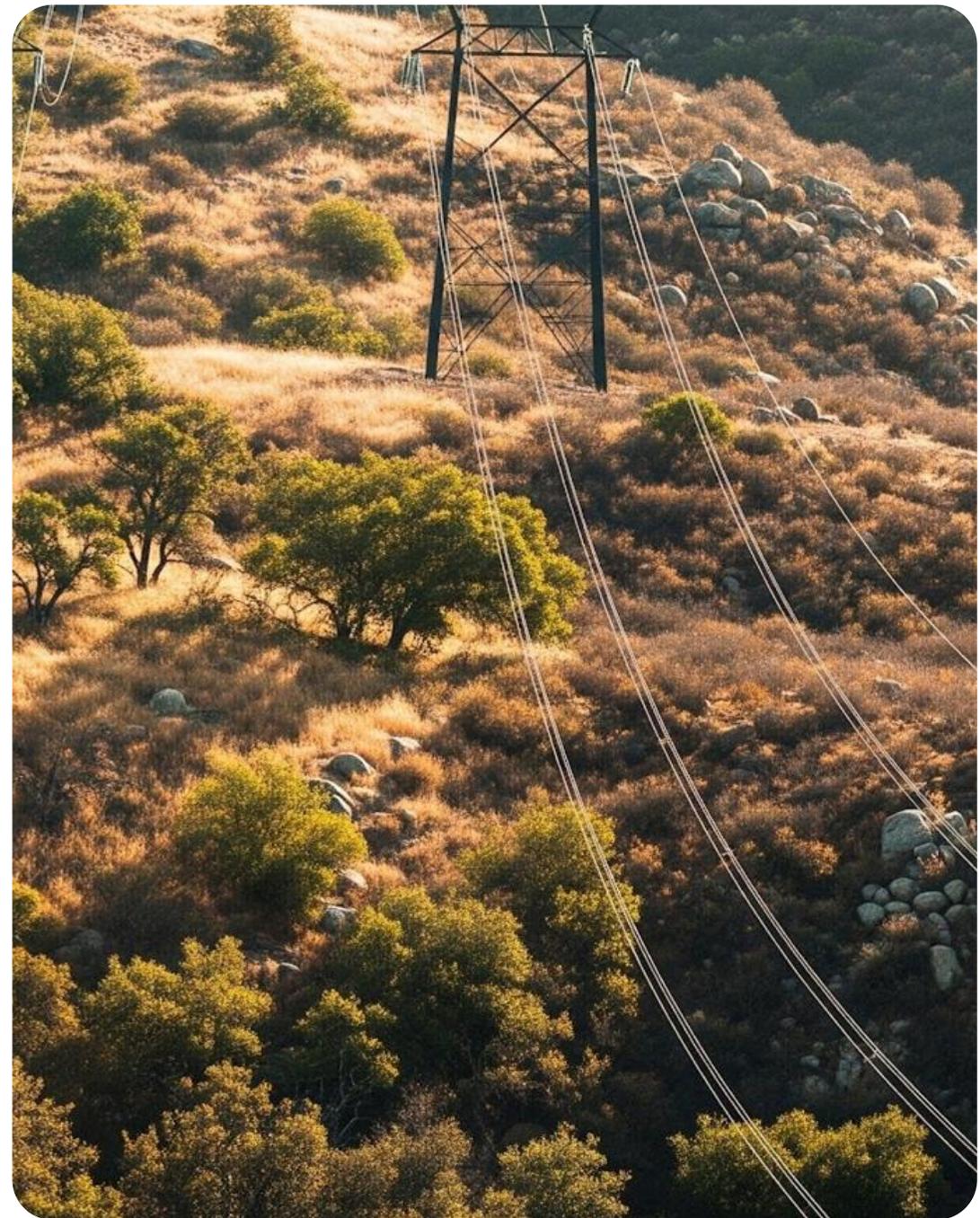
High



30x more likely to have an outage in the next year



# Fuel ignition and spread risk intelligence



# Modeling across 10k miles of line addresses key questions



## Spark probability

What is the probability of vegetation or asset related spark?



## Ignition probability

Once a spark is caused, what is the probability of that spark igniting nearby vegetation?

*We think of this as “in ROW” fuel conditions*



## Spread potential

Once an ignition happens, what avenues does the fire have to spread?

*We think of this as “outside ROW” fuel conditions*



## Impact to **community**

Once a fire spreads, how likely is it to have a significant impact on nearby communities?

# Fuel modeling informs ignition and spread probability, intensified by weather

Real-time weather



Spark probability

Hazard trees

Encroachment risk

Critical trees

Asset risk



Ignition probability

Fuels inside & outside ROW

Historic ignitions & fires

Historic weather



Spread potential

Terrain



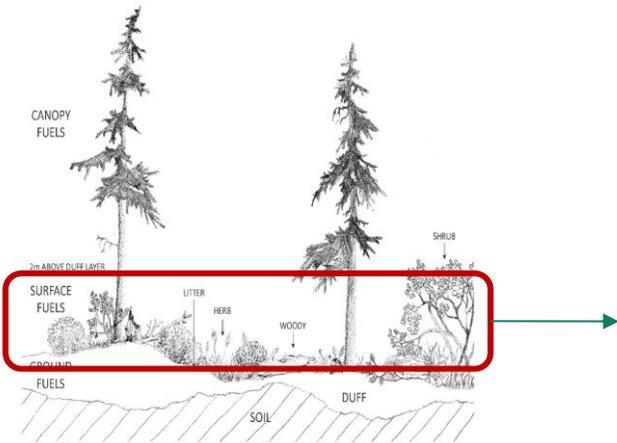
Impact to **community**

Public wildfire map

Population density

# Scientifically proven fuel classes to drive operations

## Surface Fuels Classification



## Ignition & Spread Risk

Fuel Class	Ignition Risk	Spread Risk
<b>Grass</b>	High	High
<b>Shrub</b>	Medium	High
<b>Timber-Litter</b>	Medium	Medium
<b>Timber-Understory</b>	Low	Low
<b>Slash-Blowdown</b>	Low	Low
<b>Nonburnable</b>	None	None

## Fire Mapping



- Burns fine, herbaceous fuels
- Low intensity fires,
- Slow, ground burning fires, closed canopy stands
- Longer flames, quicker surface fires
- Urban
- Agriculture
- Water
- Barren

14 classifications of land cover, each with their own established and well studied fire risk

# UAS Where We Are Now



# Sentaero Dock Operations

## Seamless Integration

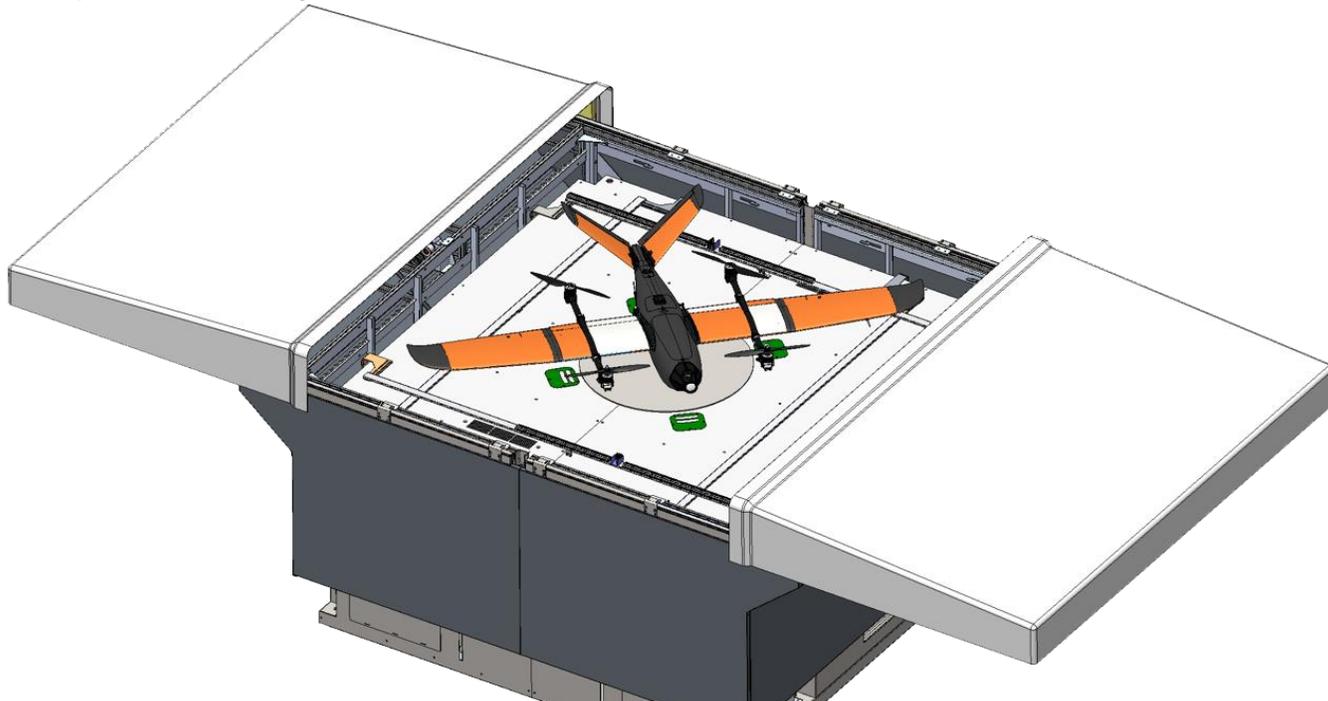
Military grade docking station crafted to seamlessly integrate the Sentaero®

## Maximum Efficiency

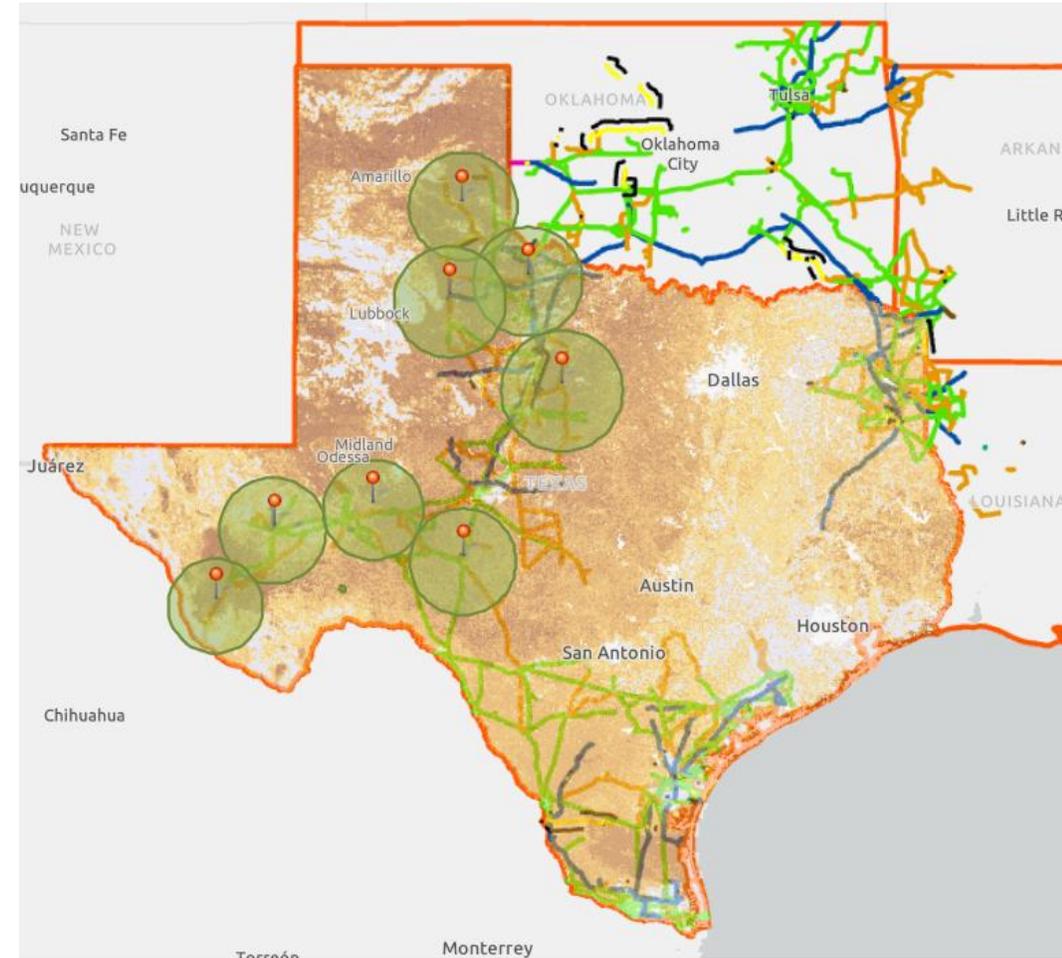
Smart charging, battery management, internal temperature control, & seamless data offload capabilities

## On-Edge Processing

Eliminate wasted time and unnecessary costs spent processing in the cloud.  
Acquire and analyze on dock.



## Locations

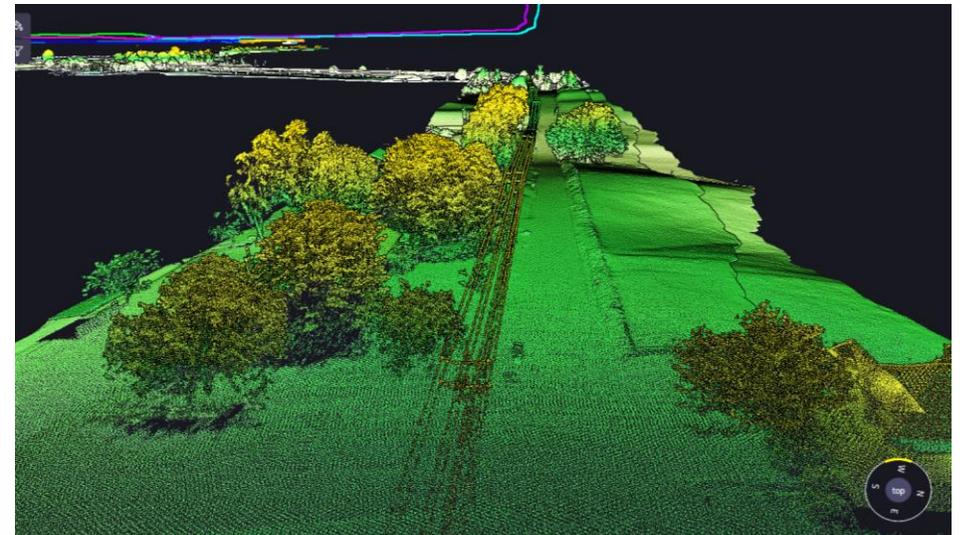
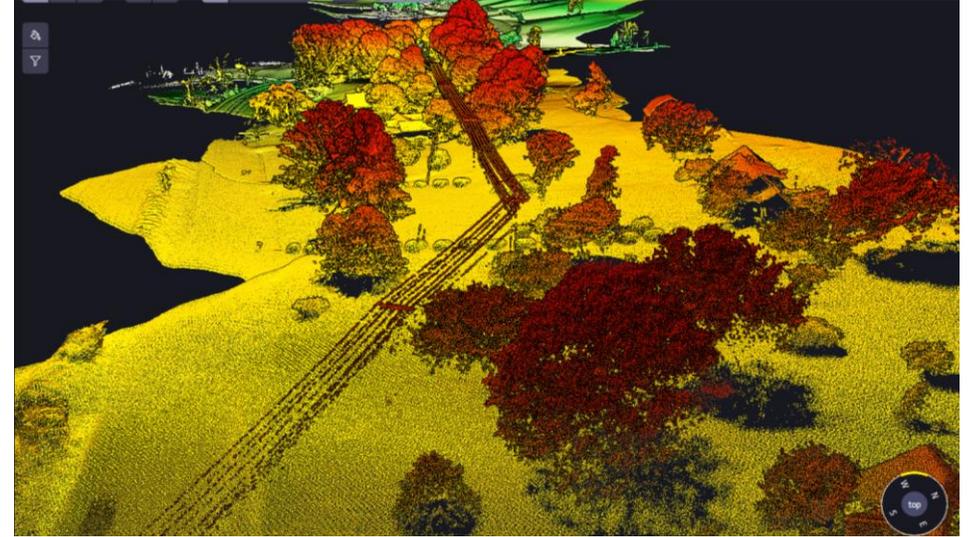


# Distribution and Transmission

Acquire: Fly & collect asset data

Analyze: Identify system defects (HOW ?)

Act: Mitigate identified issues



# Asset Condition Detection

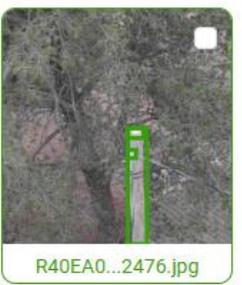
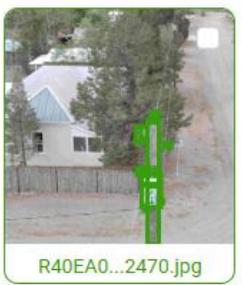
Overview Structures Images **AI Processing** Reports

Search Image

Set Filters

Clear Filters

Show Labels 





PRG

PWD

CUT

PYG

PRG

PRG

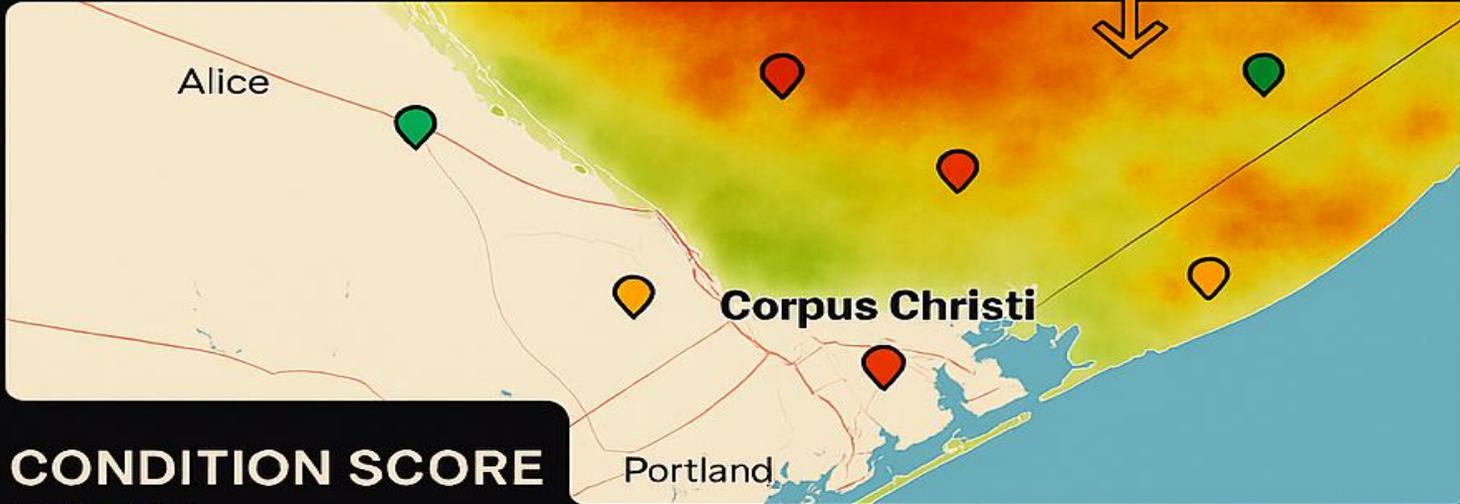
TFM

PRG

# ASSET CONDITION INTELLIGENCE

## VEGETATION INTELLIGENCE

- Proximity
- Pensity
- Species risk

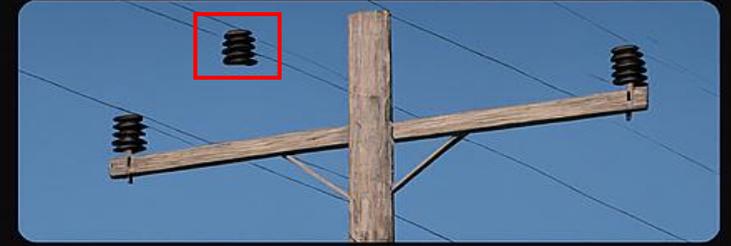
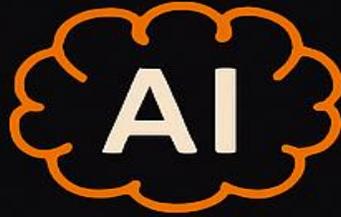
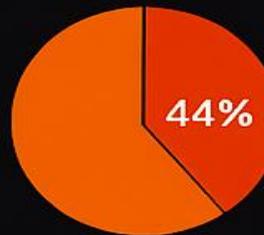


## CONDITION SCORE TREND

- Flammability
- Continuity
- Slope

Condition Distribution

## Risk Factors Over Time



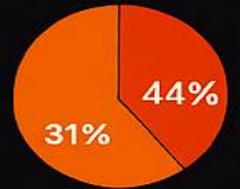
Asset 458680566646

Vegetation Proximity Score 7.6

Fuelscape Score 5.8

Asset Health Condition Score **8.3**

## CONDITION SCORE TREND



## Predictive Alerts

- ◆ Vegetation growth near asset **High cond.**
- ◆ Conditions conducive to fire **High cond:**



A hand holding a yellow pencil over a laptop screen, with a red bar above the title.

# TECHNOLOGY & SERVICE CENTER TOUR

Patrick Rackley, Continuous Improvement Manager

Jeff Edgemon, Distribution System Supervisor

Jesse Vasquez, Distribution System Supervisor

Lawrence Garza, Line Mechanic A

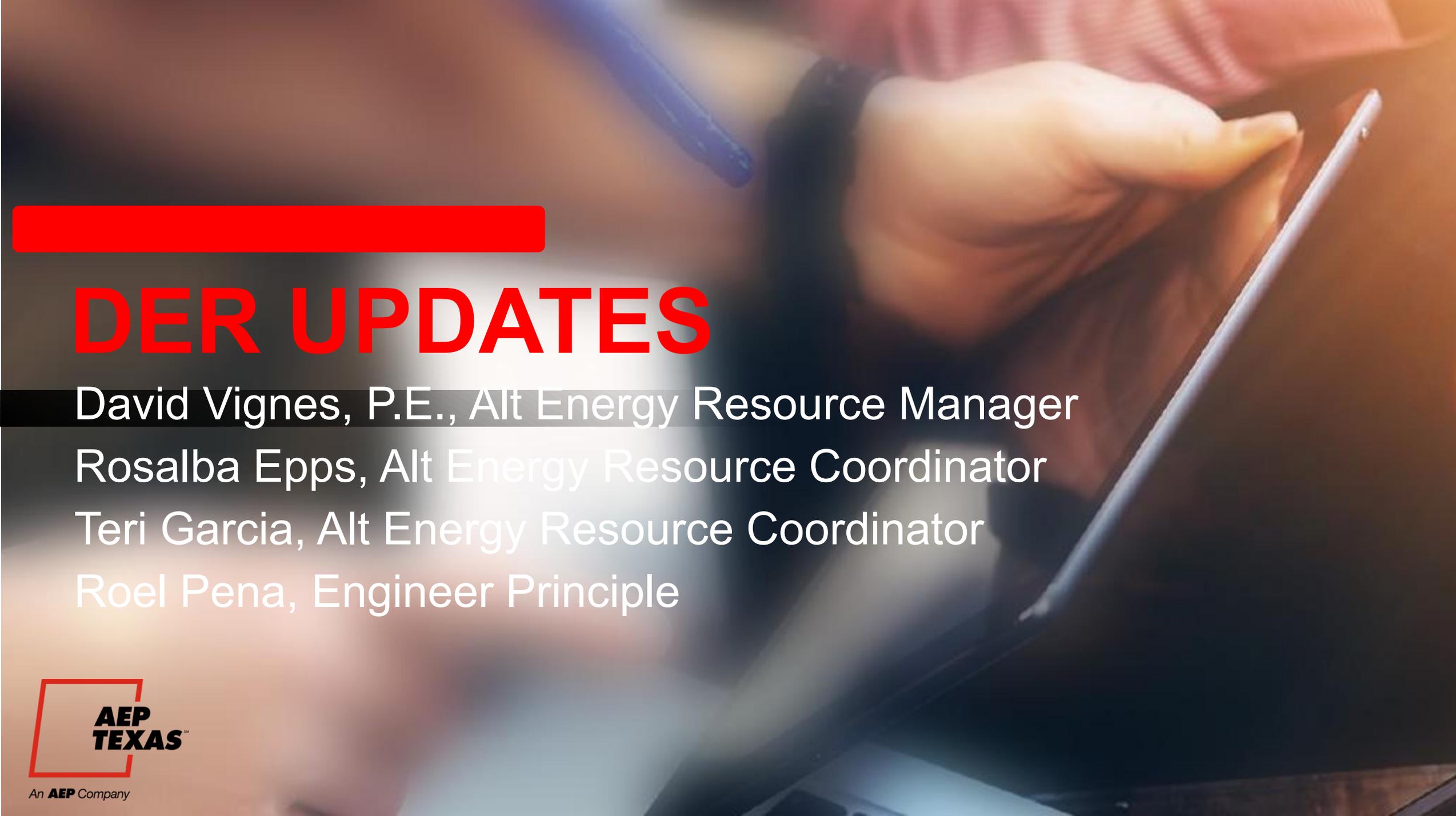
Isaac Hughes, Service Mechanic A



A photograph of a modern, multi-story office building at night. The building has a grid-like facade with many windows, some of which are illuminated from within. At the top of the building, the words "AEP TEXAS" are displayed in a glowing, illuminated sign. The building is set against a dark night sky. In the foreground, there are palm trees and other foliage, and a street with traffic lights and streetlights is visible. The overall scene is a city street at night.

AEP TEXAS

Welcome to the 2025 AEP Texas  
Competitive Retailer Workshop  
October 30, 2025



# DER UPDATES

David Vignes, P.E., Alt Energy Resource Manager

Rosalba Epps, Alt Energy Resource Coordinator

Teri Garcia, Alt Energy Resource Coordinator

Roel Pena, Engineer Principle



# Agenda



DER trends



Process Map

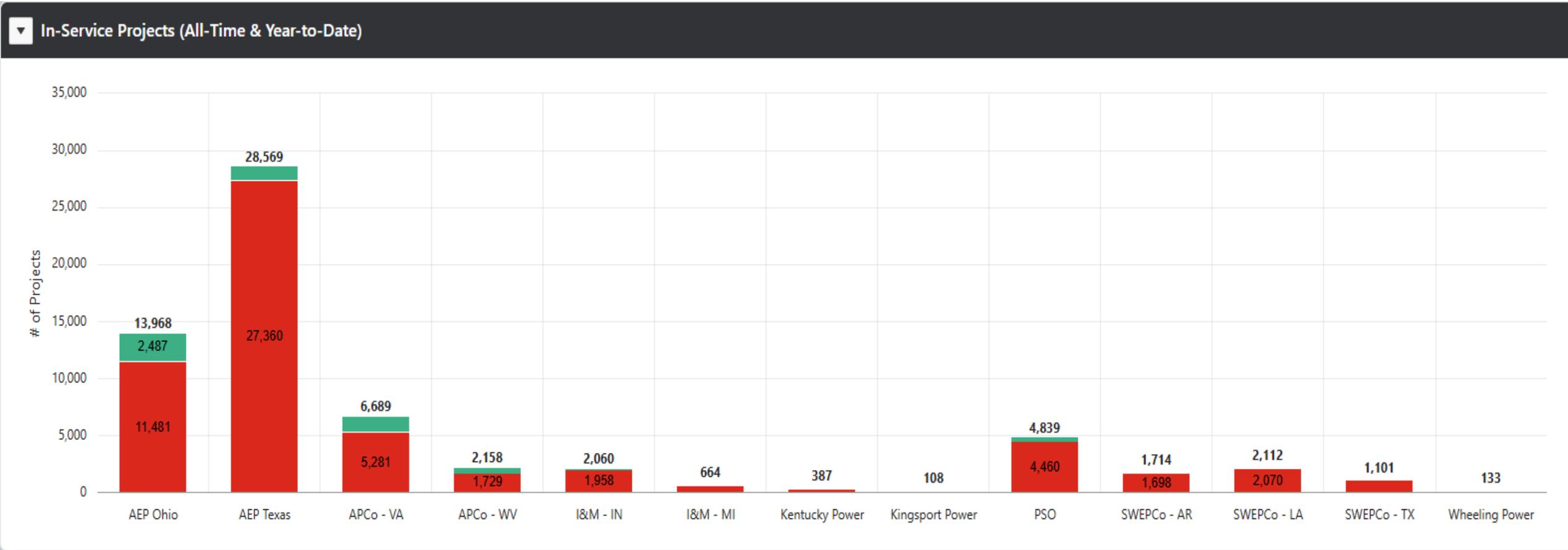


Large Project Process



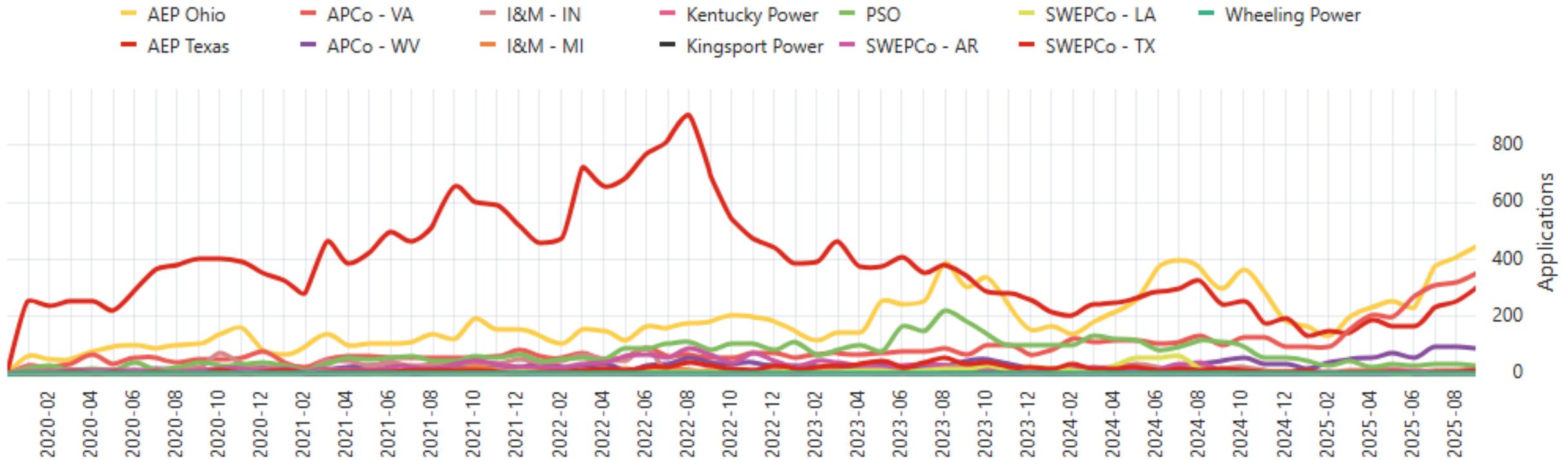
Small Project Challenges

# In-Service Projects (Total)



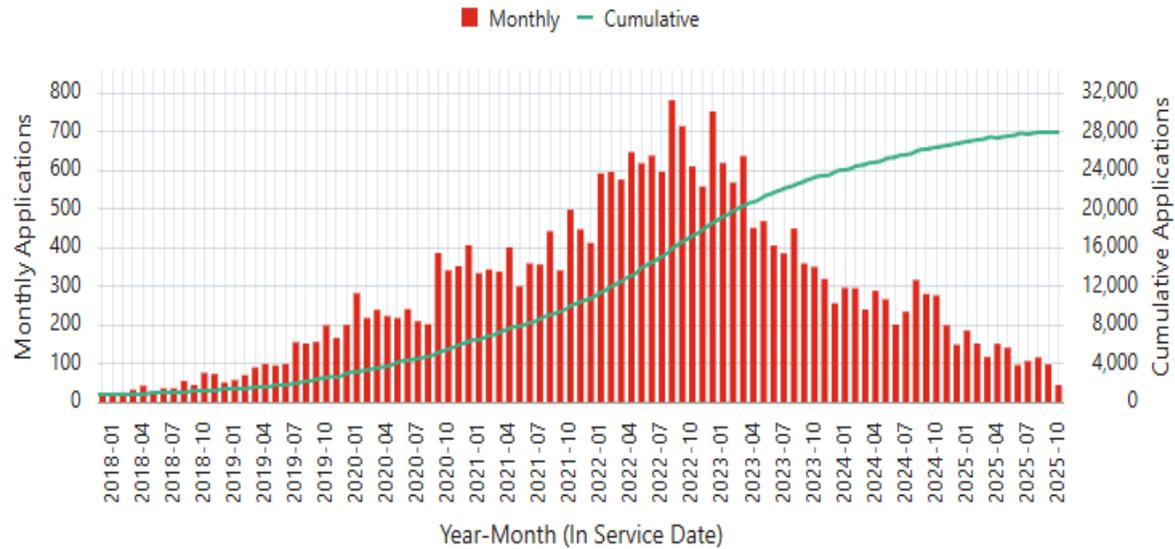
# Applications Received by OpCo

## Monthly Applications Received by OpCo

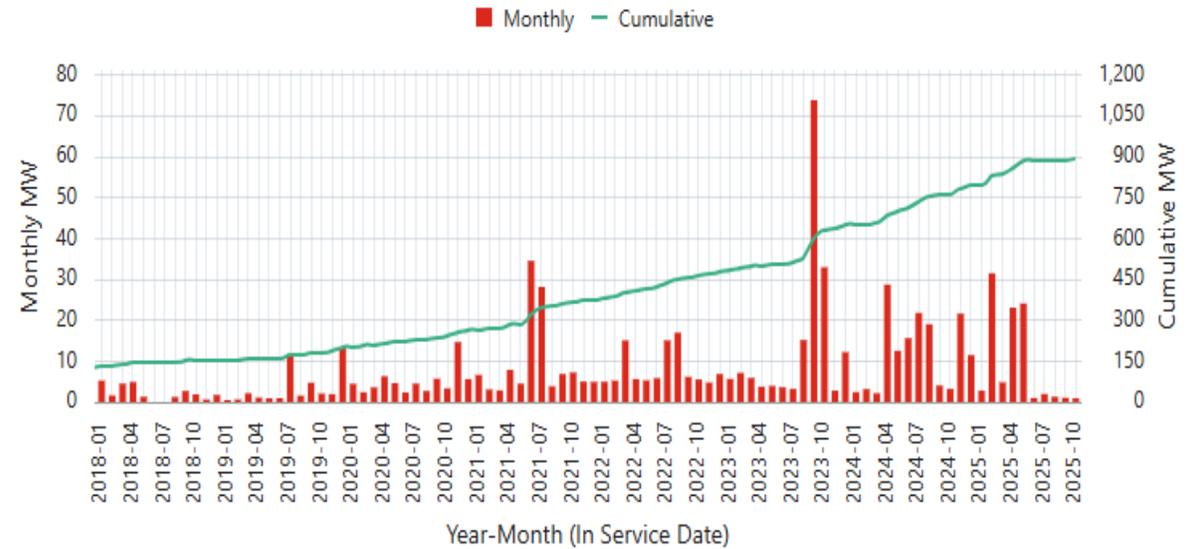


# Applications In Service – AEP TX

Applications In Service by Month & Cumulative

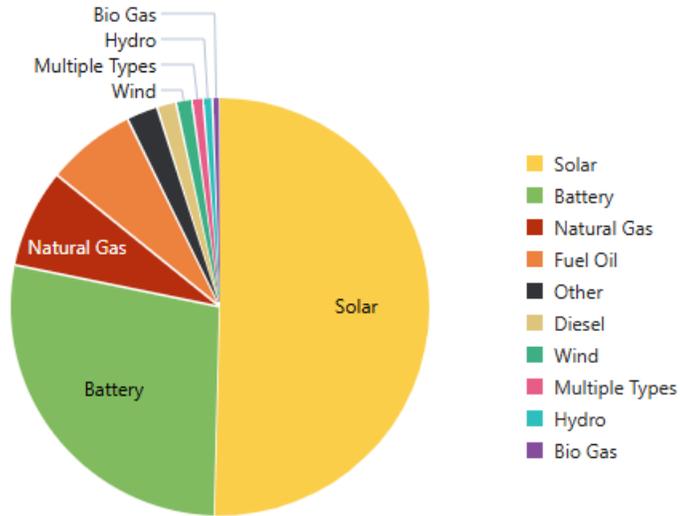


Capacity of Applications In Service by Month & Cumulative



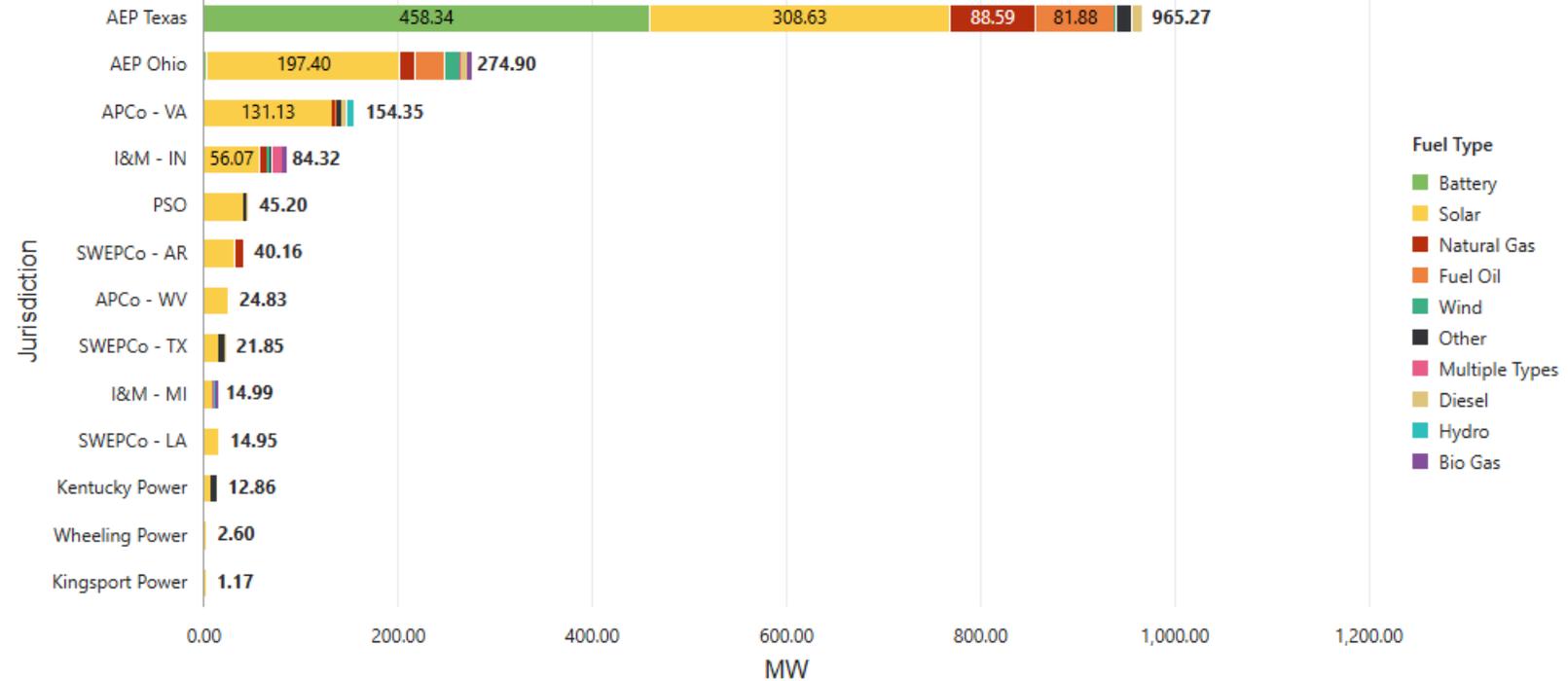
# In Service Capacity by Fuel Type

Capacity by Fuel Type

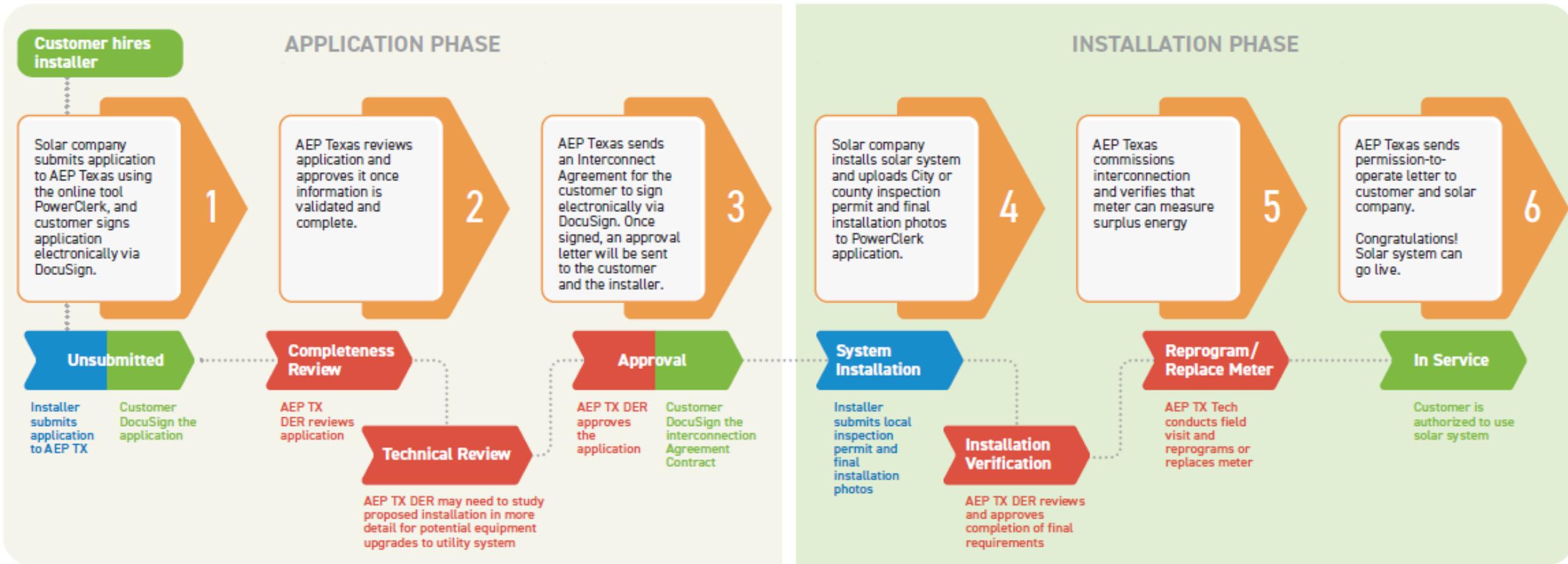


+ Fuel Type - Details

Capacity by Jurisdiction



# Process Map



# Large Projects vs Small Projects

## Large projects

- Greater than 500 kW
- Requires an electrical impact study
- Batteries, Solar Farms, Large Industrial

## Small projects

- Less than 500 kW
- Electrical Study typically not required
- Residential, Small Commercial

# Large Projects



Pre-Application

Application

System Impact Study

Interconnection Agreement

Construction

PTO/ In-Service

ERCOT R100 Part 3 Commissioning

# Small Projects - Challenges

## Flagged for review

- Open Delta, Transformer Size, Customer Upgrades

## High Turnover with Installers

## Installer Goes Out of Business

- Assistance to Abandoned Customers

## Billing Complaints

## More Complex DER Installations

# Small Projects Self-Installing DER Customers

## How are these systems identified:

- Utility Field Techs - during routine maintenance visit to the premise
- Reverse rotation reported by the AMI meter, Revenue Protection Report
- REP advises customer to contact the Utility

## Customers are not aware of the Utility DER Interconnection Application Process

## Customer has no means to isolate the DER System

- Installation of AC Disconnects presents an extra cost to customer, not considered at the time of installation.

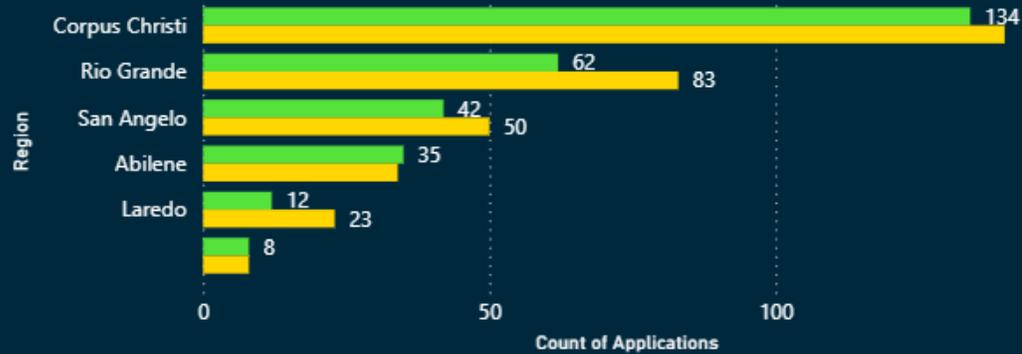
## Customer is told their system would not feedback into the grid

## Customer refuses to comply with the Utility DER Interconnection Process

## Uncooperative Customers

### Applications w/Errors per Region

Error Found ● No ● Yes



### Total Errors by Page Found



### Total Errors

Error Found ● Yes



### Top 3 Installers with Errors per Region

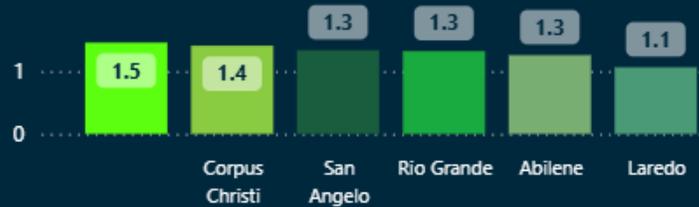
- Fastrac
- Freedom Forever
- Southern Energy Dist...



- Peoples Choice S...



### Number of Times an App is Reviewed Prior to Approval



- Freedom Forever
- LoneStar solar services
- Vantage Point Solar
- Zeo Energy



- Just-in Case Electric
- Our World Energy
- The Light Group ...
- Vantage Point Solar
- West Texas Solar



# Contact Information

- Website
  - [www.aeptexas.com/solar](http://www.aeptexas.com/solar)
- Email
  - [der\\_aeptexas@aep.com](mailto:der_aeptexas@aep.com)
- DER Direct Phone Number
  - 361-881-5333

# Additional Information

- [www.aeptexas.com/solar](http://www.aeptexas.com/solar)
  - Solar Brochure
- [www.aeptexas.com/business/builders/](http://www.aeptexas.com/business/builders/)
  - Meter and Service Guide
  - Customer information packet
- TIIR – Technical Interconnection and Interoperability
  - [www.aep.com/derrequirements](http://www.aep.com/derrequirements)

A blurred background image showing several people in a professional setting. One person in the foreground is wearing a red sweater and is looking at a laptop screen. Another person's hand is visible near the laptop. The overall scene is out of focus, with a warm, golden light source in the upper right corner creating a bokeh effect.

# QUESTIONS?



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# REVENUE PROTECTION

Carrie Guajardo, AMI Analytics & Support Supervisor

David Garcia, Revenue Protection Coordinator Sr.



An **AEP** Company

# About Us

Carrie Guajardo, AEP Texas AMI Analytics & Support  
Supervisor

Oversees team of four Analysts and three Revenue Protection  
Coordinators

David Garcia, AEP Texas Revenue Protection Coordinator  
Covers Rio Grande Valley & Corpus Christi areas  
32 years of experience



An AEP Company

# AMI Analytics

What does the data tell us

# AMI Analytics

- Team of five reviews meter data daily for:
  - Equipment malfunctions
  - Installation errors
  - Communications issues
  - Potential tampering
- Data indicating potential tampering:
  - Table 13 Report (load side voltage on disconnected meters)
  - Lost-Normal Report (meters losing/regaining connection at certain intervals)
  - Excessive Momentaries Report (meters losing connection multiple times throughout the day)
  - Gyrbox report (meters indicating reverse rotation has occurred)
- Data is passed off to Revenue Protection Coordinators for review

# Tampering Example – Table 13

	A	B	C	D	E	F	G	H	I	J	K	L
1	METERNO	PREMISE	SERVLOC	READINGDATE	ENDPOINTID	SUBAREA	PHASE_A_VOL	PHASE_C_VOL	INSTANTANEO	INSTANTANEO	Notes	
2				5/11/2025 22:46	318816	161	245.7188	0.0938	5.3438	5.3438	Made IO12 on 05/08/25 DG	
3				5/11/2025 22:45	1314022	161	244.2188	0.0938	0	0	Made IO12 on 05/12/25 DG	
4				5/11/2025 22:46	328774	161	242.2969	0.0938	0	0	Made IO12 on 05/12/25 DG	
5				5/11/2025 22:46	1301783	162	121.6719	245.8125	0	0	Made IO12 on 05/08/25 DG	
6				5/11/2025 22:45	1591992	168	245.9375	0.0938	0	0	N/A	
7				5/11/2025 22:46	1664892	169	242.2031	244.5	0	0	Made IO12 on 05/2/25 DG	
8				5/11/2025 22:46	1878806	175	246.5938	122.8125	0	0	Made IO12 on 05/2/25 DG	
9				5/11/2025 22:46	2759941	177	250.5938	0	0	0	breakers are off	
10				5/11/2025 22:46	1740811	177	125.4375	241.7969	0	0	backfeed	
11				5/11/2025 22:45	2760059	177	247.4063	0	0	0	N/A	
12				5/11/2025 22:45	2796942	177	250.75	0	0	0	locked gates/broke 3 locks	
13				5/11/2025 22:46	1689335	177	125.2656	245.4688	0	0	back feed	
14				5/11/2025 22:46	1499925	177	248.3438	249.3281	0	0	N/A	
15				5/11/2025 22:45	1638272	178	246.7969	0.1094	0.5938	0.5938	N/A	
16				5/11/2025 22:45	1935565	180	249.2969	0.1094	8.125	8.125	issued an io-12	
17				5/11/2025 22:45	1840544	199	245.2344	0.0938	0	0	Made IO12 on 05/08/25 DG was on report	
18				5/11/2025 22:45	1839199	201	243.6094	0.1094	0.0938	0.0938	N/A	
19				5/11/2025 22:45	2045527	201	249.2344	0.1094	0.1719	0.1719	N/A	
20				5/11/2025 22:45	1551373	202	246.1563	0.0938	0	0	N/A	
21												

NOTE CD 205

NOTE DESCRIPTION

TAMPERING FOUND AT THE LOCATION, CUSTOMER REMOVED THE METER INNER SEAL AND OPENED THE AMI METER. TAMPERING FEES TO FOLLOW DO NOT REMOVE TAMPERING SWITCH HOLD...REVPRO

# Tampering Example – Command Center

## Gridstream RF Endpoint Information

Please note that at most the 100 most recent events and errors in the last 7 days are being displayed.

**Events**

Received	Description	Event
5/16/2025 1:47 PM	Meter event Reverse Rotation Detected Time event occurred on meter = 5/16/2025 1:47:43 PM Sequence number = 345 User id = 0 Event argument = 00-00	Reverse Rotation detected
5/16/2025 1:47 PM	Meter event Tamper Attempt Suspected Time event occurred on meter = 5/16/2025 1:47:43 PM Sequence number = 346 User id = 0 Event argument = 00-00	Uncategorized Event
5/16/2025 1:45 PM	Tamper attempt detected.	Tamper attempt suspected
5/16/2025 1:45 PM	Meter generated an energy polarity gyrbox call in event.	Energy Polarity Check Error
5/16/2025 1:45 PM	Meter detected a Reverse Rotation.	Reverse Rotation detected
5/16/2025 1:36 PM	Meter event Reverse Rotation Detected Time event occurred on meter = 5/16/2025 1:36:52 PM Sequence number = 343 User id = 0 Event argument = 00-00	Reverse Rotation detected

**Errors**

Category	Received	Collector
No records found.		

This did not end up being a tampering case, this customer has solar panels



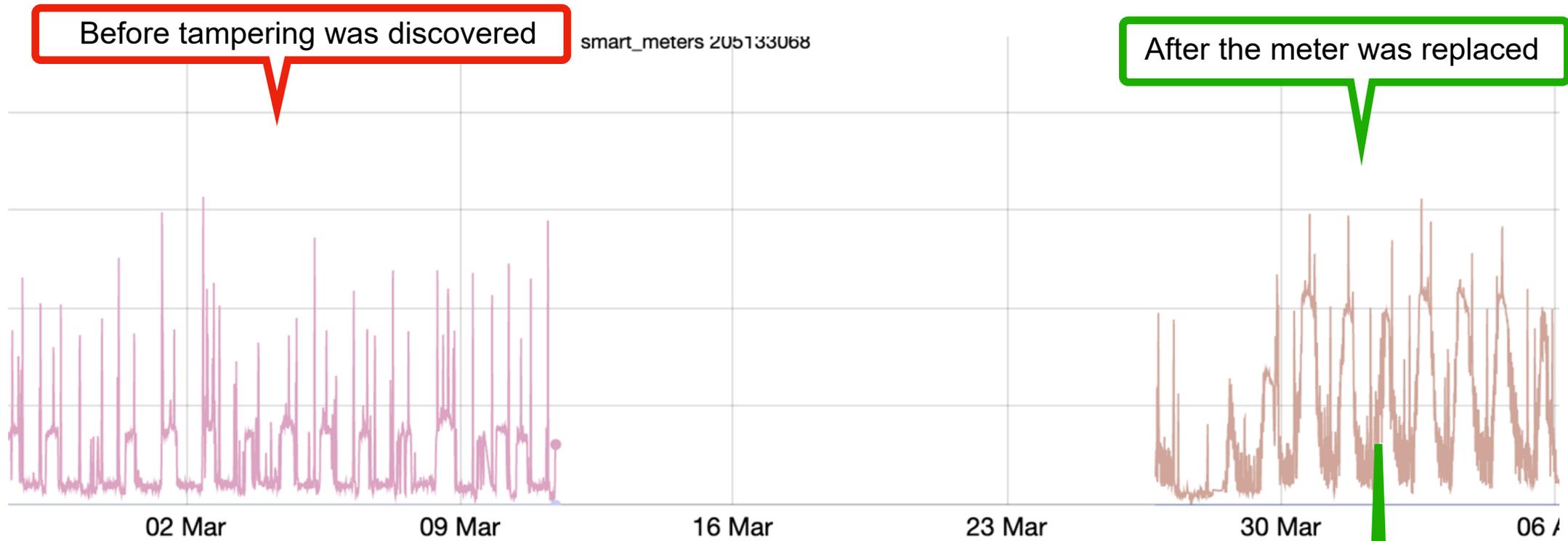
An AEP Company

# What's Next in Analytics - Sensewaves

- AI Platform of individual and aggregated meter data
  - Operational in RGV area, currently expanding to other four districts
  - Currently used for reliability, planning and meter investigations
  - Gathering test cases for tampering investigations



# Test Case Example - Jumpers



Jumper installations are more permanent than magnet installations. Identification of such installations can for example rely on two processes:

- Unexpected correlation between voltage and energy usage
- Unexpected entry usage patterns

After the meter was replaced: higher consumption on average, higher “mid-day plateau”

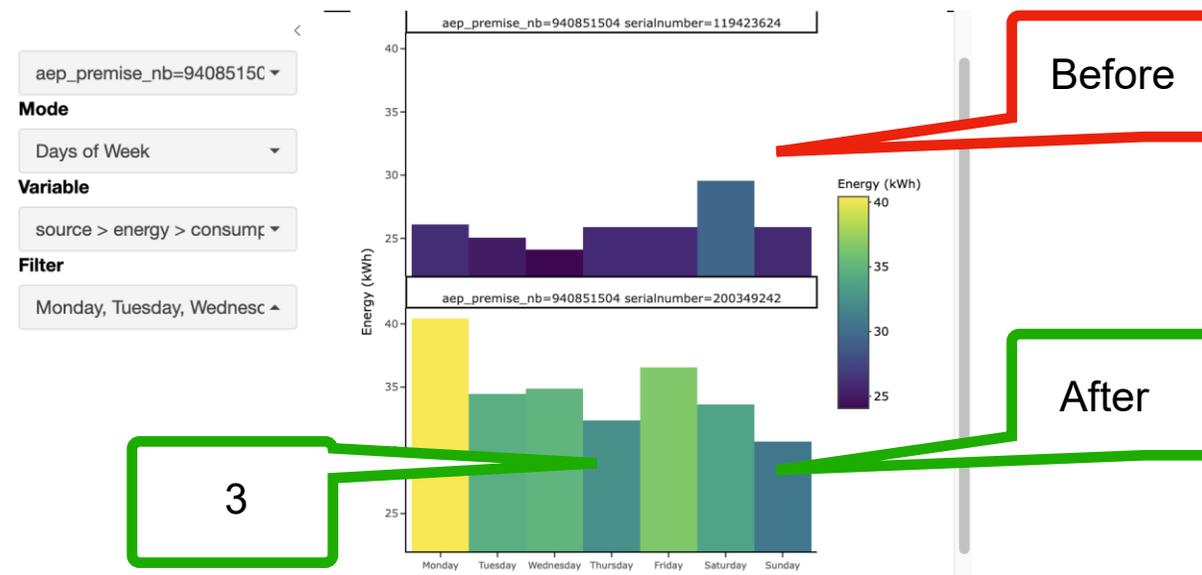
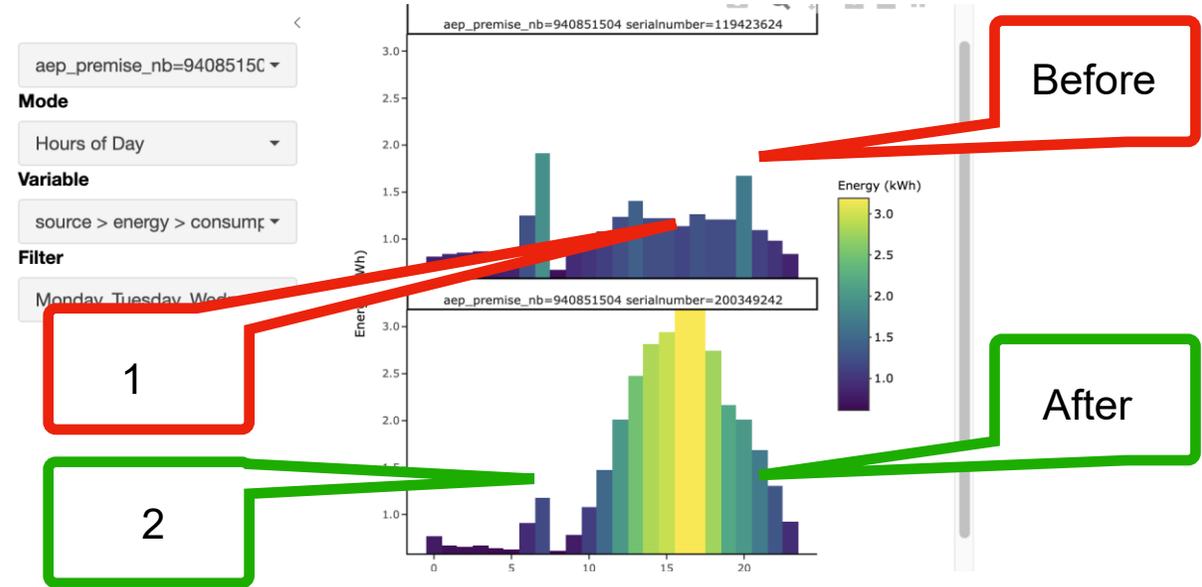
At the top right, the typical before/after daily profile (from 00:00 to 23:00).

One possible signature of jumpers is a “shaved” energy usage pattern, where the daily trend is interrupted and remains stable at a low usage for mid-day hours. (1)

We can see that after the meter was replaced, usage corresponds to a much more common daily pattern. (2)

The graphs to the bottom right show kWh per weekday.

We can see the overall consumption increase after meter replacement. (3)



# What's Next in Analytics - Drones

- AEP Texas & Skydio
  - FAA has granted AEP Texas BVLOS waiver for drone use
  - Currently piloting drones to identify damage and/or determine cause of fault
  - Plans for 10 docking stations across our footprint
  - Potential for use in tampering investigations in future
    - Capture views beyond locked gates/obscured equipment
    - Option to avoid aggressive customers



# Revenue Protection

How we find tampering from the data provided

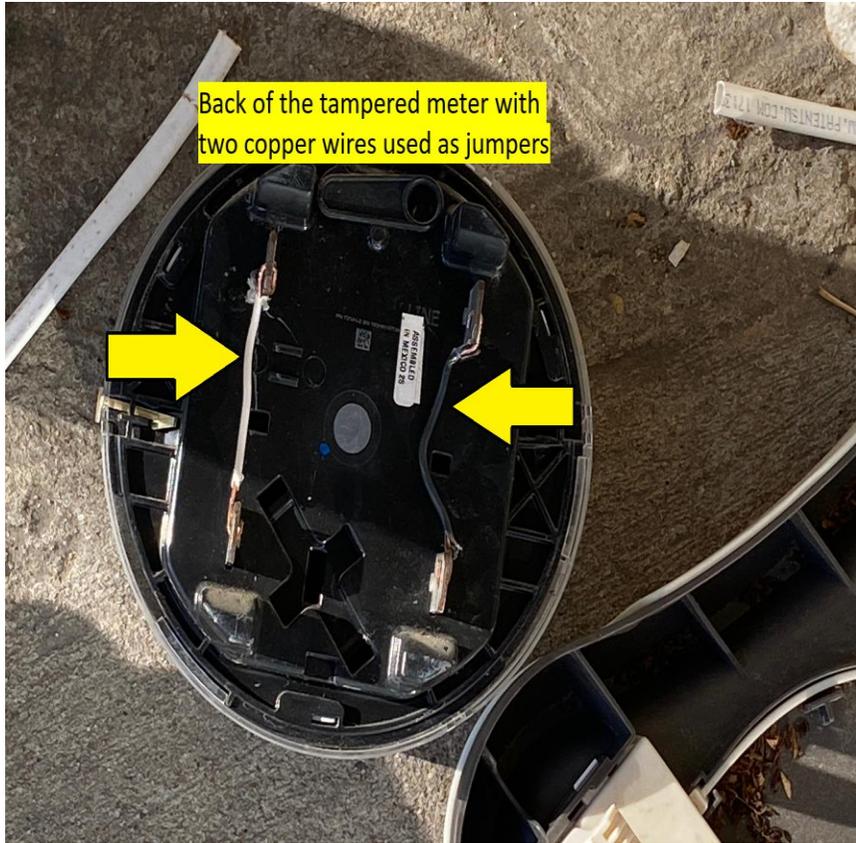
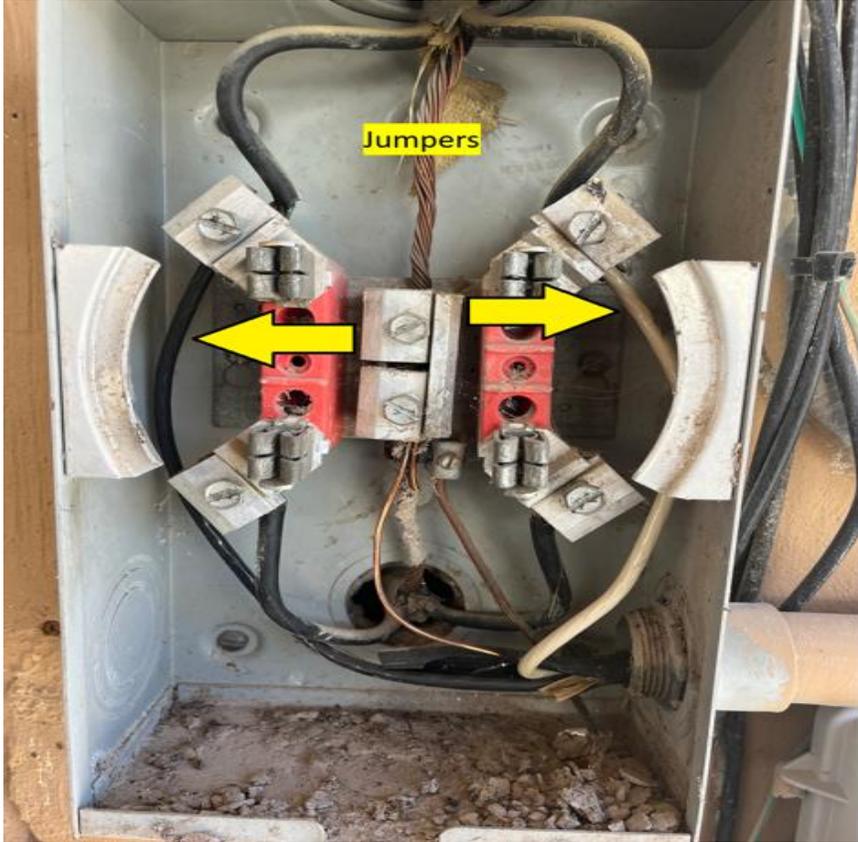
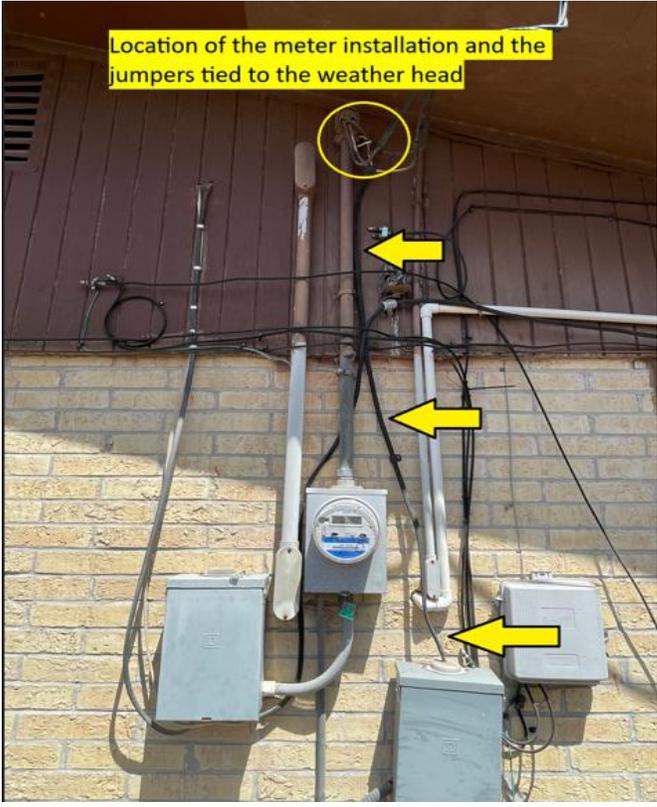
# Energy Diversion Order Process

- Data is reviewed to search for possible reason for event that is *not* related to tampering
- IO12 orders are created after the meter/account has been researched in Command Center, and tampering cannot be ruled out
- To bill an account for tampering, the following steps are required:
  - Completed IO12 order
  - Photos to document the tampering
  - Correction of tampering while at location
- A typical work week for a RevPro is work 2 days out in the field and the rest of the workdays are spent researching and billing accounts. Currently the local field personnel conduct a lot of our field investigations.

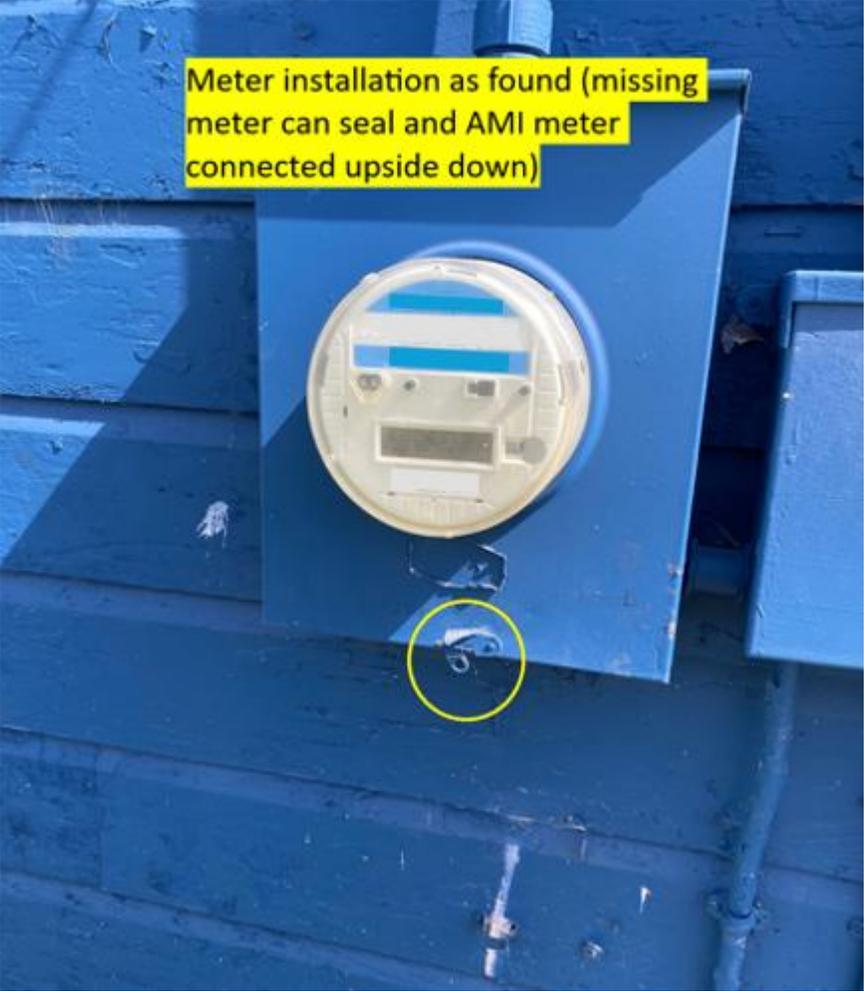
# Table 13 – Load Side Voltage with Open Switch

1	METERNO	PREMISE	SERVLOC	READINGDATE	ENDPOINTI	SUBAREA	PHASE_A_V	PHASE_C_V	INSTANTAN	INSTANTAN	Notes
2				5/22/2025 22:46	1226081	168	241.9531	0.0938	0	0	Made io12 on 05/23/25 DG
3				5/22/2025 22:46	1664892	169	241.1406	243.2969	0	0	back feed order # 942335840 DG
4				5/22/2025 22:46	1503229	174	235.6719	235.7188	0	0	Made IO12 on 05/22/25 DG
5				5/22/2025 22:45	2760059	177	244.5781	0	0	0	N/A
6				5/22/2025 22:45	2796942	177	248.9219	0	0	0	locked gates/broke 3 locks
7				5/22/2025 22:46	1499925	177	246.0625	246.7188	0	0	N/A
8				5/22/2025 22:45	1689335	177	126.2813	242.8125	0	0	back feed
9				5/22/2025 22:46	1740811	177	125.0156	239.8906	0	0	N/A
10				5/22/2025 22:45	2759941	177	253.9219	0	0	0	breakers are off
11				5/22/2025 22:45	2759988	177	237.3438	0	0	0	N/A
12				5/22/2025 22:46	1638272	178	245.375	0.1094	0.6406	0.6406	N/A
13				5/22/2025 22:46	1381102	179	246.0469	0.0938	12.5156	12.5156	N/A
14				5/22/2025 22:45	1935565	180	246.375	0.1094	17.7188	17.7188	issued an io-12
15				5/22/2025 22:45	2045527	201	244.1406	0.1094	0.1406	0.1406	N/A
16				5/22/2025 22:46	2309989	201	239.7813	0	0	0	N/A
17				5/22/2025 22:45	1551373	202	245.3906	0.0938	0	0	N/A

# Example – Jumpers found from Table 13



# Example – Upside Down Meter from Gyrbox



# Testmode Report – Test Mode Switch Activated

File Home Insert Page Layout Formulas Data Review View Automate Help

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

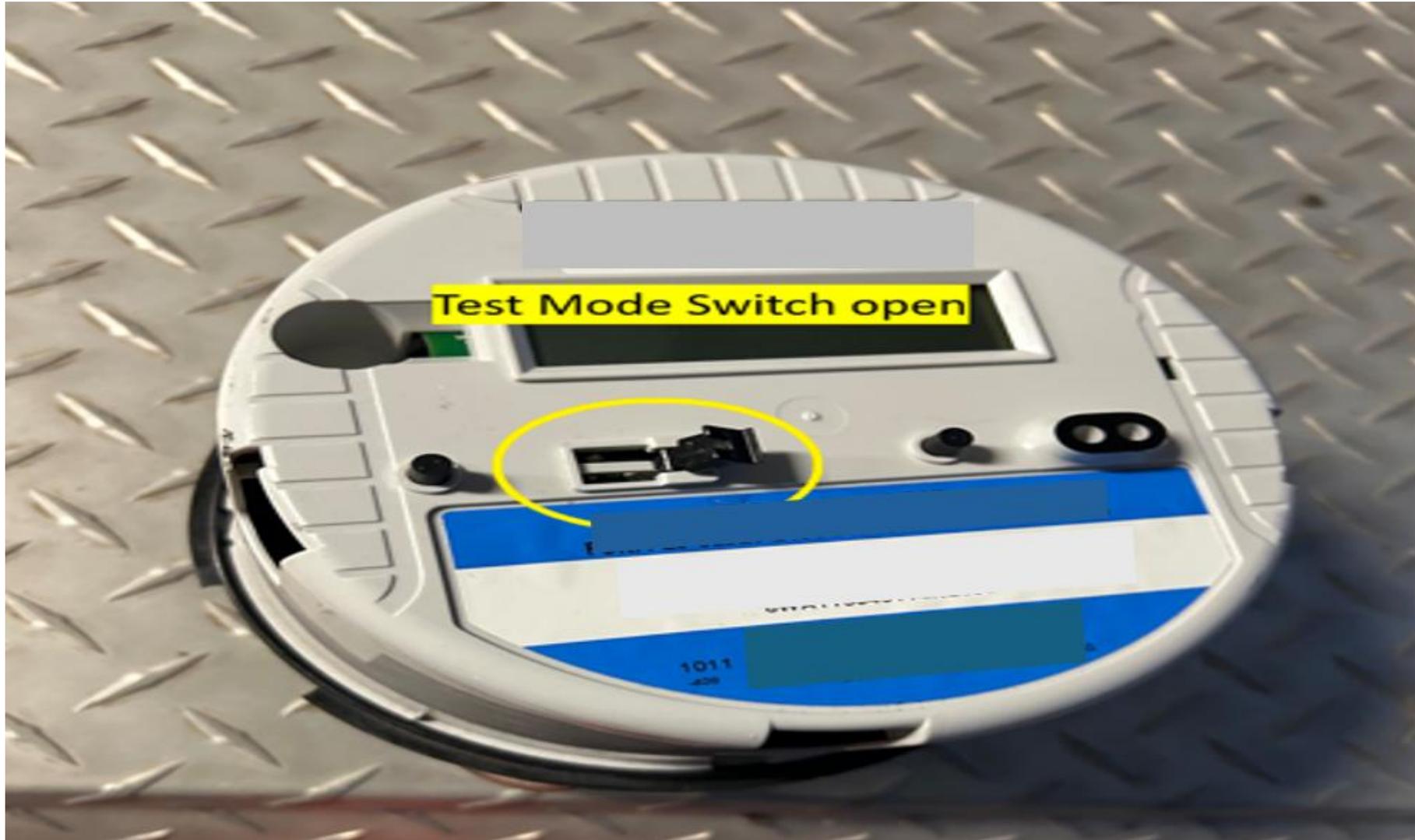
A73 : X ✓ fx Published

A	B	C	D	E	F	G	H	I	J	K
Published	4/20/2025 1:00:00 PM		0.3780	239.8578	0	0	15 Minute	OK	-300	
Published	4/20/2025 1:15:00 PM		0	240.5689	0	0	15 Minute	OK	-300	
Published	4/20/2025 1:30:00 PM		0	241.0667	0	0	15 Minute	OK	-300	
Published	4/20/2025 1:45:00 PM		0	241.7067	0	0	15 Minute	OK	-300	
Published	4/20/2025 2:00:00 PM		0	241.4222	0	0	15 Minute	OK	-300	
Published	4/20/2025 2:15:00 PM		0	240.9244	0	0	15 Minute	OK	-300	
Published	4/20/2025 2:30:00 PM		0	240.9244	0	0	15 Minute	OK	-300	
Published	4/20/2025 2:45:00 PM		0.5844	240.2133	0	0	15 Minute	OK	-300	
Published	4/20/2025 3:00:00 PM		1.1490	237.5822	0	0	15 Minute	OK	-300	
Published	4/20/2025 3:15:00 PM		0	240.7111	0	0	15 Minute	OK	-300	
Published	4/20/2025 3:30:00 PM		0	241.3511	0	0	15 Minute	OK	-300	
Published	4/20/2025 3:45:00 PM		0.2322	241.9911	0	0	15 Minute	OK	-300	
Published	4/20/2025 4:00:00 PM		1.7232	238.2933	0	0	15 Minute	OK	-300	
Published	4/20/2025 4:15:00 PM		0.8286	239.5733	0	0	15 Minute	OK	-300	
Published	4/20/2025 4:30:00 PM		0.8220	239.0756	0	0	15 Minute	OK	-300	
Published	4/20/2025 4:45:00 PM		0.6924	240.64	0	0	15 Minute	OK	-300	
Published	4/20/2025 5:00:00 PM		0.8142	240.2133	0	0	15 Minute	OK	-300	
Published	4/20/2025 5:15:00 PM		0.6588	240.64	0	0	15 Minute	OK	-300	
Published	4/20/2025 5:30:00 PM		0.6354	240.9956	0	0	15 Minute	OK	-300	
Published	4/20/2025 5:45:00 PM		0.4866	241.28	0	0	15 Minute	Test data	-300	
Published	4/20/2025 6:00:00 PM		0.0642	242.7022	0	0	15 Minute	OK	-300	
Published	4/20/2025 6:15:00 PM		1.3044	240.1422	0	0	15 Minute	OK	-300	
Published	4/20/2025 6:30:00 PM		1.3128	239.2889	0	0	15 Minute	OK	-300	
Published	4/20/2025 6:45:00 PM		1.2546	239.5733	0	0	15 Minute	OK	-300	
Published	4/20/2025 7:00:00 PM		1.2372	239.7156	0	0	15 Minute	OK	-300	
Published	4/20/2025 7:15:00 PM		1.3236	239.5022	0	0	15 Minute	OK	-300	
Published	4/20/2025 7:30:00 PM		1.2456	239.7867	0	0	15 Minute	OK	-300	
Published	4/20/2025 7:45:00 PM		1.3794	239.36	0	0	15 Minute	OK	-300	

Intervals-110122391

Count: 10

# Test Mode Trigger Reported to Command Center



# Daily AMI Outage Report

Daily AMI outage report is designed to report any AMI meter that had an outage but came back to normal without a trouble ticket

1051591	May 25, 2025 9:29:00 PM	3		Abilene	Hamlin
1051691	May 25, 2025 9:29:00 PM	2		Abilene	Hamlin
1050511	May 25, 2025 6:40:00 PM	2		Abilene	Hamlin
1051421	May 25, 2025 9:29:00 PM	7		Abilene	Hamlin
1053541	May 25, 2025 11:28:00 PM	0		Abilene	Abilene
1051431	May 25, 2025 9:29:00 PM	3		Abilene	Hamlin
1051221	May 25, 2025 8:53:00 PM	119		Abilene	Stamford
1046261	May 25, 2025 4:24:00 AM	15		Laredo	Del Rio
1046251	May 25, 2025 3:50:00 AM	5		Laredo	Del Rio
1051451	May 25, 2025 9:29:00 PM	7		Abilene	Hamlin
1050081	May 25, 2025 3:28:00 PM	1		Rio Grande Valley	Westlaco
1052821	May 25, 2025 10:56:00 PM	155		Abilene	Abilene
1045591	May 25, 2025 12:39:00 AM	190		Laredo	Del Rio
1049661	May 25, 2025 11:30:00 AM	28		Abilene	Abilene



# Daily AMI Outage Report

What Command Center shows:

The screenshot displays two panels from a command center interface. The left panel, titled "Gridstream RF Endpoint Information", shows a large blacked-out area and an "Events" table. The right panel, titled "Status Changes to Meter 200099085, s/n 2431730232", shows a list of status changes with a "Close" button.

**Gridstream RF Endpoint Information**

**Events**

Received	Description	Event	Collector
5/25/2025 3:31 PM	Meter event Primary Power Up Time event occurred on meter = 5/25/2025 3:31:31 PM Sequence number = 615 User id = 0 Event argument = 00-00	Primary Power Up	txpheing24503
5/25/2025 3:31 PM	Vibration Tilt Based Tamper Event (Meter Insertion) has been detected	Vibration/Tilt based tamper detection (meter insertion)	txpheing24503
5/25/2025 3:31 PM	Power restore time: 5/25/2025 3:31:26 PM on serial number 2431730232. Outage Count: 4, Last Outage Time: 5/25/2025 3:29:56 PM	Endpoint Power Restore	txpheing24503
5/25/2025 3:30 PM	Meter event Primary Power Down Time event occurred on meter = 5/25/2025 3:30:04 PM Sequence number = 614 User id = 0 Event argument = 00-00	Primary Power Down	txpheing24503
5/25/2025 3:30 PM	Vibration Tilt Based Tamper Event (Meter Removal) has been detected	Vibration/Tilt based tamper detection (meter removal)	txpheing24503
5/25/2025	Meter event Primary Power Up Time event occurred on meter = 5/25/2025		

**Errors**

Category	Received	Collector
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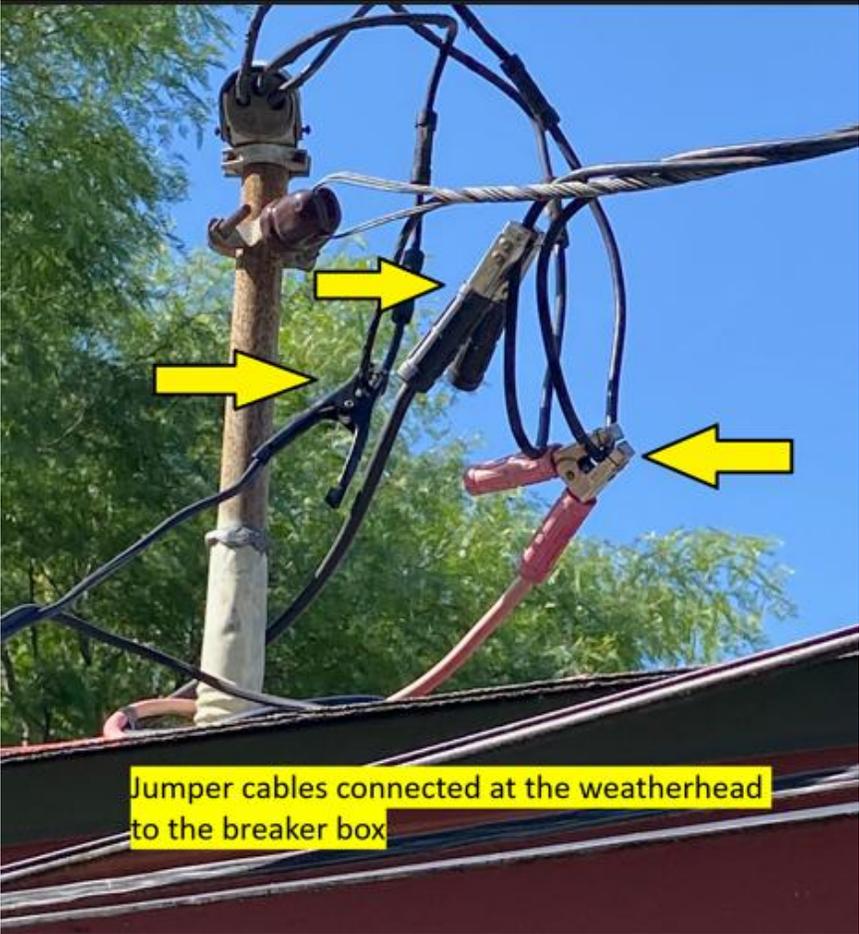
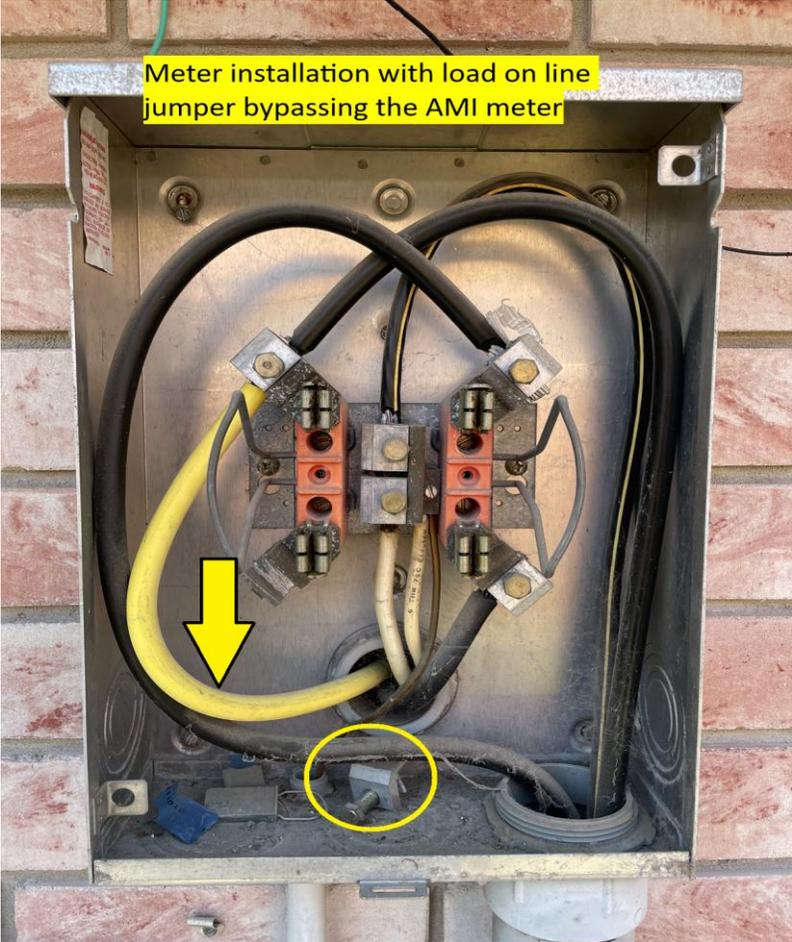
**Status Changes to Meter 200099085, s/n 2431730232**

Normal	5/25/2025	3:29 PM
Lost	5/25/2025	3:24 PM
Normal	12/2/2024	11:09 AM
Lost	12/2/2024	10:59 AM
Normal	11/13/2024	10:41 PM
Configure	11/13/2024	10:29 PM
Normal	6/19/2024	9:57 AM
Lost	6/19/2024	7:47 AM

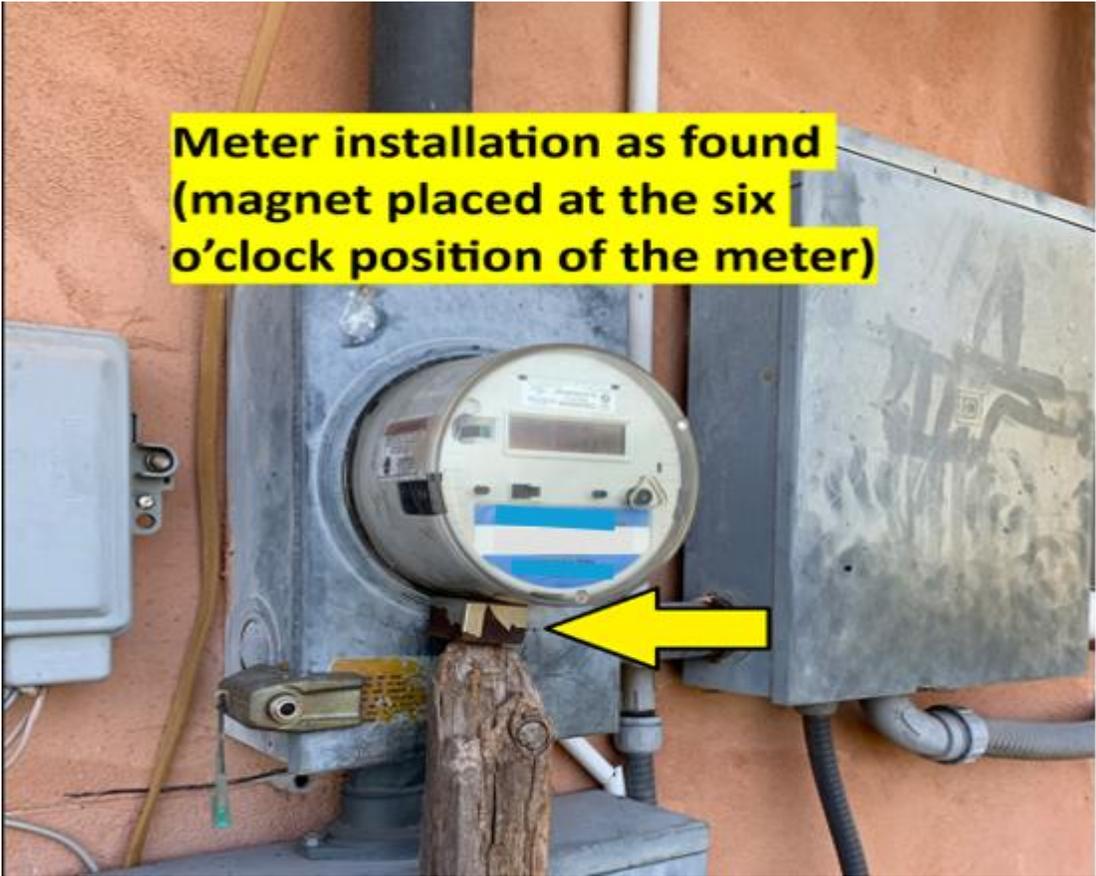
Close

# Commonly Found Tampering – Jumpers

Jumpers are often installed after the AMI meter has been disconnected for non-payment



# Newer Type of Tampering – Earth Magnet



A blurred background image showing several people in a professional setting. One person in the foreground is wearing a red sweater and is looking at a laptop screen. Another person's hand is visible near the laptop. The overall scene is brightly lit, suggesting an office or meeting environment.

# QUESTIONS?



An **AEP** Company



**Welcome to the 2025 AEP Texas  
Competitive Retailer Workshop  
October 30, 2025**



# INSPECTIONS & PERMITS

City of Corpus Christi:

Yvette Dodd-Wallace, Asst. Director Building  
Inspection

Frank Garza, Sr. Electrical Inspector

AEP Texas: Deedee Hall, Market Specialist



An AEP Company

# Is It Clear to Flip the Switch?

Understanding Permitting  
& Inspection Before  
Energizing a Structure

Presented by: Yvette Dodd-Wallace, Assistant Director, DSD Building

Co-presenter: Frank Garza, Sr. Electrical Inspector



# Purpose of This Presentation



Ensure safety and compliance before energizing electrical systems.



Clarify permitting requirements for new and existing structures.



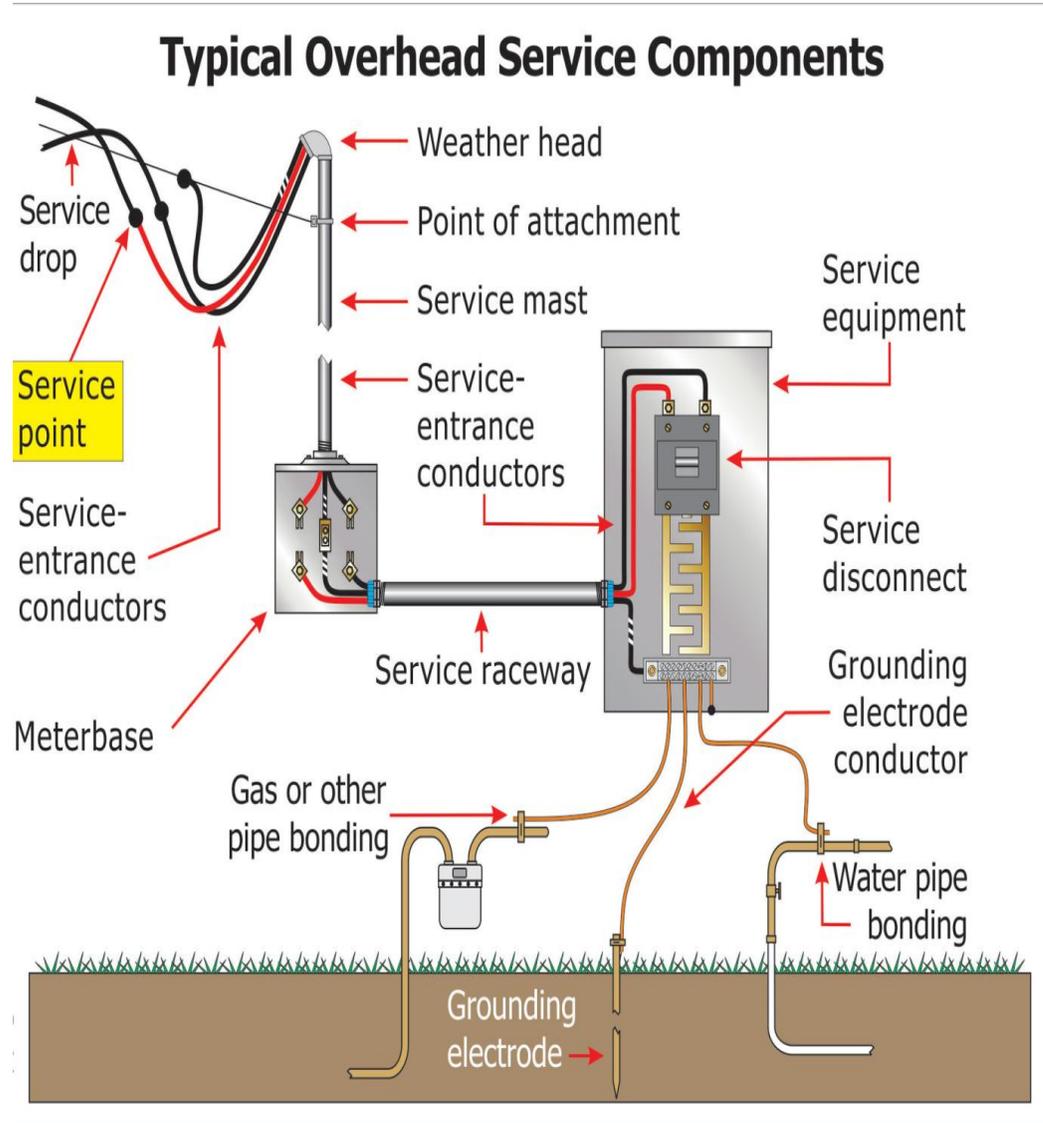
Improve communication between contractors, customers, and inspectors.

# Understanding Electrical Service Components

**Overhead Service:** delivers electricity to a building through wires connected above ground on utility poles.

**Underground Service:** delivers electricity through cables buried beneath the ground in protective conduit.

Both methods serve the same purpose; safely connecting utility power to a building's electrical system.



# Overhead



Weather head



Mast



Meter service equipment



Main disconnect



Sub-panel



## Underground

- Conduit
- Expansion joint
- Meter service equipment
- Main disconnect
- Sub panel



# When Permits and Inspections Are Required

## **New Construction**

- A new structure is being built.
- A new electrical service is being added.
- Temporary power is requested.
- A meter is being set for the first time.

## **Existing Structures**

- Installation of an automatic transfer switch for generators.
- Addition of photovoltaic (solar) systems.
- Upgrading electrical panels or equipment.
- Power has been off for 6 months or longer.
- AEP (American Electric Power) requests inspection.

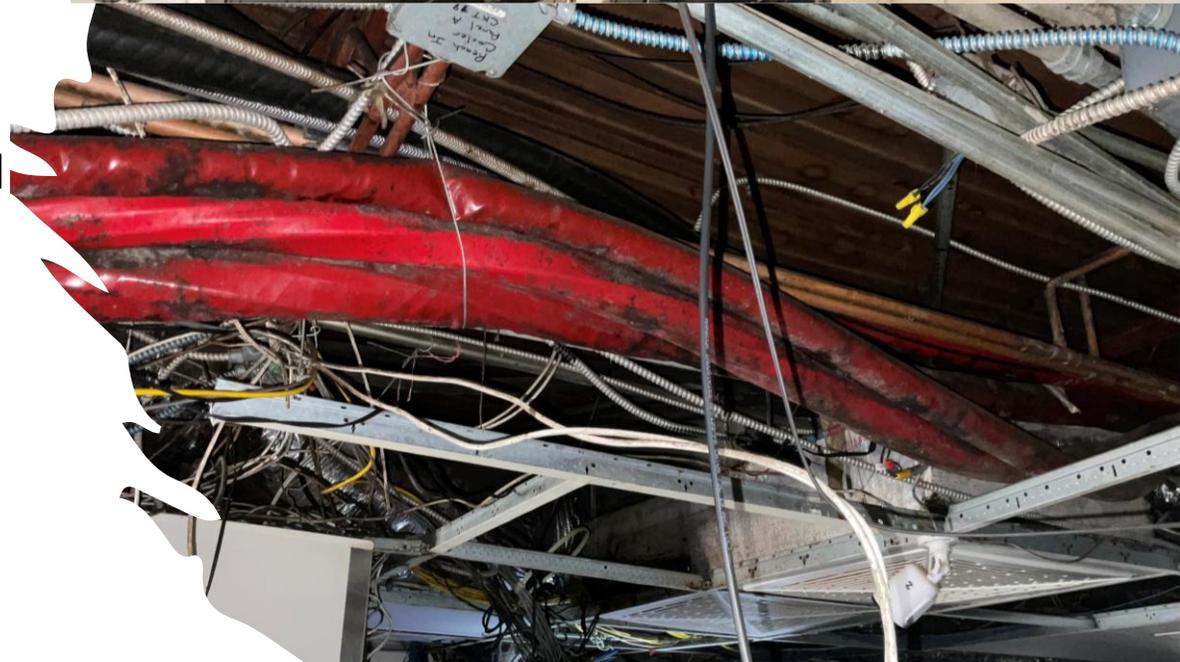


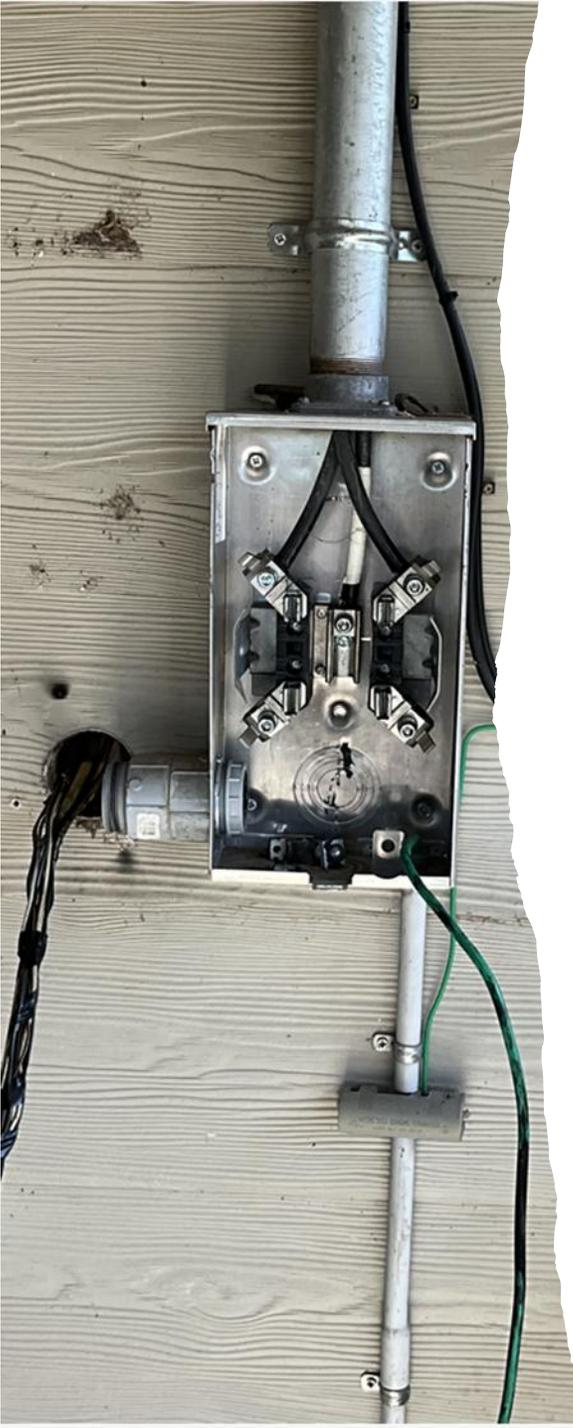
## Safety is our Highest Priority!

- **For Customers:** The inspection of the service equipment, main disconnect, sub-panel, wiring integrity, and verifying installations meet code is key to fire risk mitigation.
- **For Contractors:** Verify proper licensing and technical quality.
- **For the Service Itself:** Protect the electrical grid from shorts and outages.
- **For the Community:** Ensure compliance and accountability.

## Inspections-After a Fire

In 2021, the United States Fire Administration (USFA) estimated about 24,200 residential building electrical fires in the U.S., resulting in 295 deaths, 900 injuries and over \$1.2 billion in property loss.





# Example of Unsafe Work

Issue: Work performed without a permit caused a major short in the system.

Impact: Power disruption, equipment damage, and safety hazards.

Reminder: When in doubt, call us out!



Property Address

Purpose

#1 Temporary Power

#2 Final Meter Set

#3 Temporary Disconnect

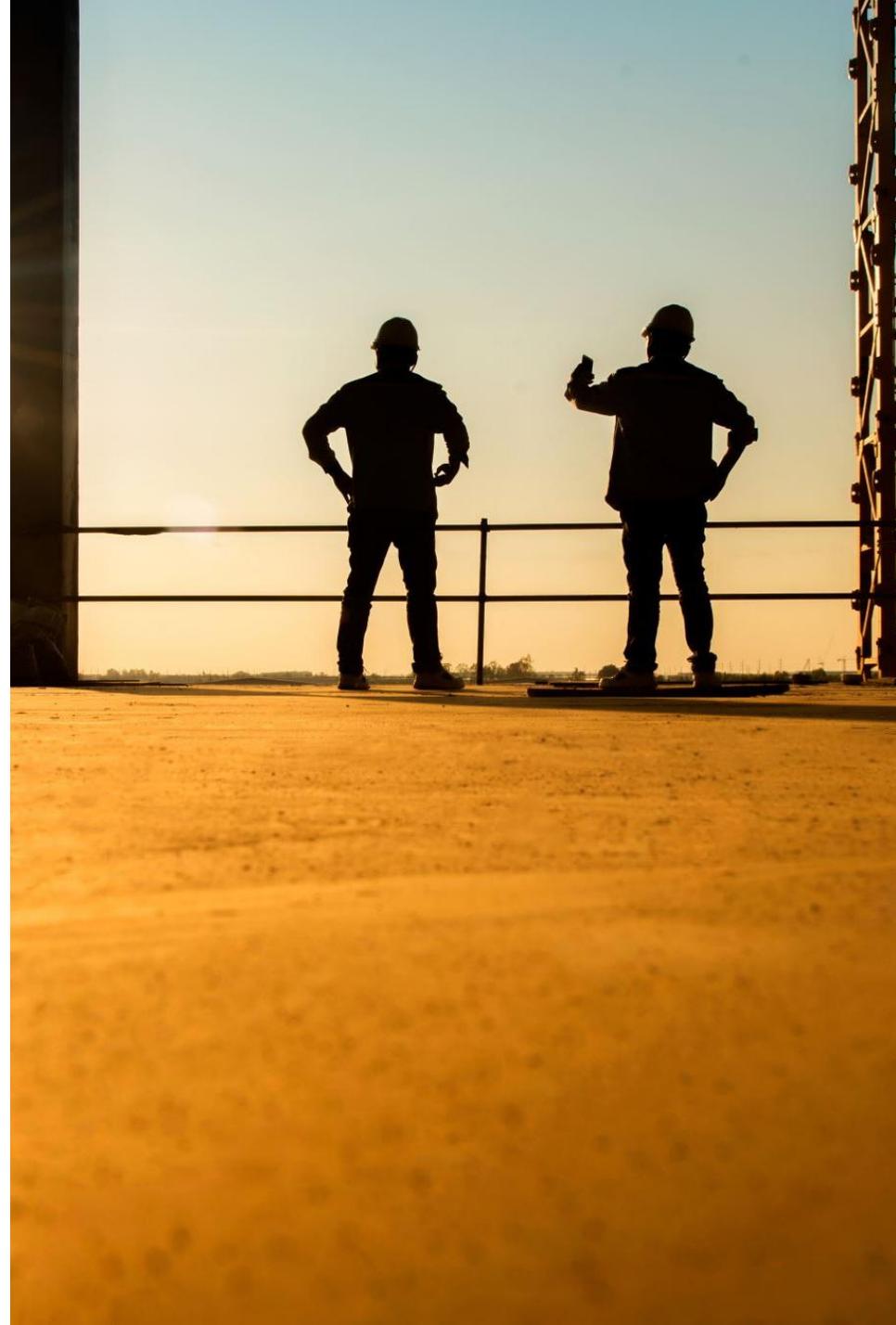
#4 Upgrades/Generators/Solar)

Permit Number

ESID (Electric Service Identifier)

# Teamwork and Community Accountability

- Protect customers through proper permitting and inspection.
- Support contractors through licensing and technical guidance.
- Safeguard the grid from costly and dangerous outages.
- Build a culture of accountability and trust within our community.



Your partnership keeps our community safe and powered responsibly.

Contact Information: Development Services  
Department (DSD) – Building Division 📞 361-826-3240

Yvette Wallace, Assistant Director-  
[YvetteDo@cctexas.com](mailto:YvetteDo@cctexas.com)

William Wittliff, Deputy Building Official-  
[WilliamW@cctexas.com](mailto:WilliamW@cctexas.com)

Frank Garza, Senior Electrical Inspector-  
[FrankG2@cctexas.com](mailto:FrankG2@cctexas.com)



# 2025 CR SURVEY RESULTS

Melinda Earnest, CRR Account Executive

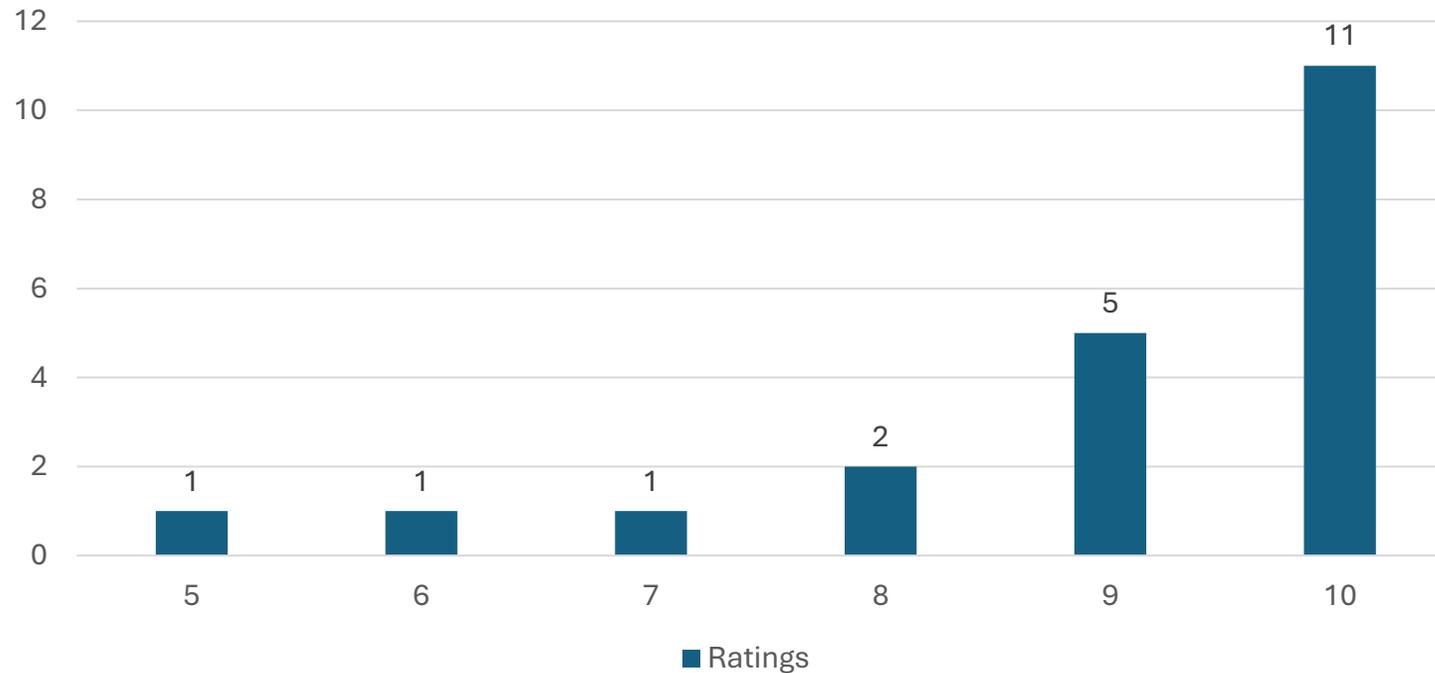
Toney Gutierrez, CRR Account Executive

# **2025 Competitive Retailer Survey Results**

- ❖ **Data collection began on August 11<sup>th</sup> and concluded August 22<sup>nd</sup>**
- ❖ **Encouraged Comments and Honest Feedback**
- ❖ **Participation – 2025 Survey - 21 Respondents**
  - **2024 Survey – 13 Respondents**
  - **2023 Survey – 13 Respondents**
  - **2022 Survey – 20 Respondents**

# 2025 Competitive Retailer Survey Results

Overall, how would you rate the general performance of AEP Texas? - Average = 9.00



# 2025 Competitive Retailer Survey Results

**Is there anything AEP Texas could do to better to meet your needs?**

**Comply with the tariff and send meter reads within the 3 business day window. We have had multiple instances where meter reads are being sent after 3 business days which has major implications for our business.**

**Aside from RMTTF and ERCOT Market training, AEP unfortunately does not have a significant contributing role in the market forums.**

**Frankly, AEPs retail market advocacy / participation / contribution is minimal, at best. AEP should reevaluate it's ERCOT retail market advocacy strategy to determine if AEP wishes to return to a key contributor position**

# 2025 Competitive Retailer Survey Results

What is the one thing AEP Texas can do to improve your experience with us?

Comply with the tariff and send meter reads within the 3 business days window. We have had multiple instances where meter reads are being sent after 3 business days which has major implications for our business.

Consistency of accurate market notices when system issues develop

Conduct a review of the features provided by other Utilities on their portals to ensure consistency. For instance, consider including the customer's name on the portal if we are the ROR.

Always on top of technology, client engagement and customer satisfaction.

On the portal, under premise information, is it possible to display the customer's name when we are listed as the rep of record.

Send timely market notices any time there's a transaction processing issue.

# 2025 Competitive Retailer Survey Results

Is there anything the AEP Texas Market Specialists could do to provide better service?

Sometimes the Market Specialists get confused about market rules, but we rely on our Account Rep in those cases.

All is good  
&  
The experience is great.

No improvement needed, I do hope the MS team knows we usually have to verify MVO requests with the customer.

A blurred background image showing several people in a professional setting. One person in the foreground is wearing a red sweater and is looking at a laptop screen. Another person's hand is visible near the laptop. The overall scene is out of focus, with a warm, golden light source on the right side creating a bokeh effect.

# QUESTIONS?



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**2025 AEP Texas Competitive Retailer Workshop**

**Happy Halloween**

**Safe Travels!!!!!!**

**October 30, 2025**