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PUC PROJECT NO. 39410

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PAYMENT PLAN SWITCH-HOLD

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PUBLIC UTILITY COMMISSION

TRACKING REPORTS

OF TEXAS

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PAYMENT PLAN SWITCH-HOLD TRACKING REPORTS
FOR APRIL 2020**

May 14, 2020

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Deferred Payment Switch Hold

Calendar Month's Reporting Period 04-01-2020 - 04-30-2020

TDSP Name Center Point Energy

TDSP DUNS

957877905

Competitive Retailer Name All ACTIVE Competitive Retailers			CR DUNS	All
Row	Measure	Parameters for Reporting	Numbers	Type
1	Snapshot Number of ESI IDs	Snapshot of the number of ESI IDs as of the last calendar day of the reporting Month that are for Active Residential Premise types assigned to Active CR(s) in TDU's service territory	2554495	Residential Premises
2	Snapshot Number of ESI IDs on Payment Plan Switch-Hold	Snapshot of the number of ESI IDs as of the last calendar day of the reporting Month that are for Active Residential Premise types assigned to Active CR(s) in TDU's service territory that are on a Payment Plan Switch-Hold	21974	Residential Premises
3	Total number of Payment Plan Switch-Hold removal requests received from the REP of Record by the TDU by 1 00 PM on a business day during the reporting month	Total number of Payment Plan Switch-Hold removal requests received from the REP of Record by the TDU by 1 00 PM on a business day during the reporting month This total is for Active Residential Premise types only Note Initially this will be MarkeTrak based reporting until the implementation of TX SET 4 0 where TX SET transactions will replace the MarkeTrak process for REP of Record requested Payment Plan Switch Hold Removals	8582	Residential Premises
4	Total number of Payment Plan Switch-Holds the were removed by the TDU by 8 00 p m of the same business day when the REP of Record's request was received by 1 00 p m. on a business day during the reporting month,	Total number of Payment Plan Switch-Holds the were removed by the TDU by 8 00 p m on same business day when the REP of Record's request was received by 1:00 p m on a business day during the reporting month. This total is for Active Residential Premise types only Note Initially this will be MarkeTrak based reporting until the implementation of TX SET 4 0 where TX SET transactions will replace the MarkeTrak process for REP of Record requested Payment Plan Switch	8578	Residential Premises

Reporting Criteria/Timeline

- 14.1. All monthly reports will be filed as confidential to the PUCT and each filing will be due on the 10th business day of the following month making the first monthly report due July 15, 2011 for the first reporting period of June 1, 2011 through June 30, 2011
- 14.2. Cover (worksheet 1) of this Excel workbook will provide an aggregate of all Active CRs for the calendar month's reporting period and all subsequent pages of the Excel workbook will provide CR specific information
- 14.3. For the CR specific information if a CR doesn't have any Payment Plan Switch-Hold(s) for any of their active Residential Premise types then the TDU will provide zero (0) in their reports for rows 2, 3 and/or 4 above to ensure that all active CRs are included into the workbook for the month's reporting period
- 14.4. Monthly report statistics will be limited to Active Residential Premise types
- 14.5. Monthly report statistics will be limited to Active Competitive Retailers operating in TDU's service territory
- 14.6. Monthly reporting period will include statistics for the first calendar date through last calendar date of each month

TDU Comments:

CenterPoint Energy Houston Electric, LLC (CEHE) completed the system conversion of its Customer Information System (CIS) in March 2020. On April 15th, CEHE received four Switch Hold Removal transactions. Because of a system defect/exception related to the CIS system conversion, CEHE completed two of the transactions on April 16 and completed two of the transactions on April 17. CEHE did not receive any enrollment transactions for the affected ESI IDs during this event. CEHE is investigating the root cause of this issue and has implemented enhanced monitoring to ensure that Switch Hold Removals received by 1 00 pm on a business day are removed by 8:00 pm.