



Control Number: 39410



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Addendum StartPage: 0

PUC PROJECT NO. 39410

2020 MAY 18 AM 10:56

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 MARCH 2020**

**April 14, 2020**

**Contact: Stacey Murphree  
CenterPoint Energy Service Company, LLC  
1111 Louisiana, Suite 1924  
Houston, Texas 77002  
Tel No: (713) 207-6537  
Fax: (713) 207-9840  
email: [stacey.murphree@centerpointenergy.com](mailto:stacey.murphree@centerpointenergy.com)**

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**Deferred Payment Switch Hold**

Calendar Month's Reporting Period 03-01-2020 - 03-31-2020

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	2548498	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	27104	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 <b>Note:</b> 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	8238	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 <b>Note:</b> 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	8204	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:**

On March 10, 2020, CenterPoint Energy experienced a transaction processing system issue that resulted in CNP's inability to process Tx SET EDI transactions for approximately 24 hours (see attached market notice). As a result, 34 switch hold removal transactions that were received on March 10 were not processed until 6 00 am on March 11. During this period, no enrollment (Switch or Move-In) transactions were received for the 34 affected ESI-IDs. No Switches or Move-Ins were blocked for the 34 affected ESI-IDs.

Market Notices  
March 10 & 11, 2020

NOTICE #1

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-01 - Initial

DAYS AFFECTED: March 10, 2020

SHORT DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue. All Market Participants should take note of the following:

- We are experiencing a system issue causing transactions to be rejected for various reasons
- Historical usage requests via CRIP/LOA are not available
- We believe reconnects are being energized, but the system is generating a reject response
- All other transactions are being rejected
- We are working on a resolution, and we will have instructions as soon as possible regarding safety nets for MVI, and for resending rejected transactions
- No action from market participants is needed at this time

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ADDITIONAL INFORMATION: Additional information and updates will be provided as it becomes available.

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CONTACT: If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

Competitive Retailer Relations

CenterPoint Energy Houston Electric, LLC

## NOTICE #2

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-02 - Update

DAYS AFFECTED: March 10, 2020

SHORT DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy continues to experience a transaction processing issue. All Market Participants should take note of the additional updates highlighted below:

- CNP systems will be down most likely the balance of the day
- Market Participants should re-send new transactions for any transactions that CNP rejected. CNP will hold them and process when our systems are back up
- For any MVI or Reconnects that need to be energized today, please send safety new MVI and Reconnect spreadsheets. CNP will energize those manually via our AMS system
- Updates to SMT will be delayed
- Lists of rejected transactions by Competitive Retailer are being created.
- We are experiencing a system issue causing transactions to be rejected for various reasons
- Historical usage requests via CRIP/LOA are not available
- We believe reconnects are being energized, but the system is generating a reject response
- All other transactions are being rejected
- We are working on a resolution, and we will have instructions as soon as possible regarding safety nets for MVI, and for resending rejected transactions

CenterPoint Energy will host a conference call to discuss this issue with the market:

March 10, 2020 at 2:00 PM

Web Conference Call Information

Web Link: Join

Standard Dial-in: (415) 655-0002

Toll-Free: (855) 797-9485

Attendee access code: 136 143 89

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**ADDITIONAL INFORMATION:** Additional information and updates will be provided as it becomes available.

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**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

**Competitive Retailer Relations**

**CenterPoint Energy Houston Electric, LLC**

NOTICE #3

NOTICE DATE: March 10, 2020

NOTICE TYPE: CNP-M- A031020-03 - Update

DAYS AFFECTED: March 10, 2020

SHORT DESCRIPTION: CenterPoint Energy is experiencing a transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy continues to experience a transaction processing issue. All Market Participants should take note of the additional updates highlighted below:

- CNP systems are currently delayed in coming up.
- We are continuing to process and complete the Safety Net MVI and Reconnects spreadsheets as received. Please continue to send and MVI or Reconnects that need to energized today.
- Market Participants should re-send new transactions for any transactions that CNP rejected. CNP will hold them and process when our systems are back up.
- Updates to SMT will be delayed.
- Historical usage requests via CRIP/LOA are not available.

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ADDITIONAL INFORMATION: Additional information and updates will be provided as it becomes available.

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CONTACT: If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

Competitive Retailer Relations

CenterPoint Energy Houston Electric, LLC

**NOTICE #4**

**NOTICE DATE:** March 10, 2020

**NOTICE TYPE:** CNP-M- A031020-04 - Update

**DAYS AFFECTED:** March 10, 2020 – March 11, 2020

**SHORT DESCRIPTION:** CenterPoint Energy is experiencing a transaction processing issue.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy continues to experience a transaction processing issue. All Market Participants should take note of the following information:

- **CNP system delays have extended longer than expected, we do not anticipate that our systems will back to normal until after midnight.**
- **Please continue to send any emergency orders overnight as usual.**
- **We are continuing to process and complete the Safety Net MVI and Reconnects spreadsheets as received.**
- **Market Participants should re-send new transactions for any transactions that CNP rejected. CNP will hold them and process when our systems are back up.**
- **Updates to SMT will be delayed.**
- **Historical usage requests via CRIP/LOA are not available.**

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**ADDITIONAL INFORMATION:** We apologize for the inconvenience, additional information and updates will be provided as it becomes available.

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**CONTACT:** If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

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**Competitive Retailer Relations**

**CenterPoint Energy Houston Electric, LLC**



FINAL #5

NOTICE DATE: March 11, 2020

NOTICE TYPE: CNP-M-A031020-05 - Final

DAYS AFFECTED: March 10, 2020 – March 11, 2020

SHORT DESCRIPTION: CenterPoint Energy has resolved the transaction processing issue.

INTENDED AUDIENCE: All Market Participants

LONG DESCRIPTION: CenterPoint Energy has resolved the transaction processing issue and systems were restored around 4:30 AM. All Market Participants should take note of the additional updates below:

- All transactions are now processing as normal and per our normal schedule.
- In some instances, transactions held from yesterday will have today's date. We will do our best to provide a list to each Retailer of those transactions affected by a date change.
- Billing was processed as scheduled.
- No action from market participants is needed at this time.

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Please contact your CenterPoint Account Manager should you encounter any issues.

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ADDITIONAL INFORMATION: This is the final notice regarding this transaction processing issue.

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CONTACT: If you have any questions regarding this notification, please send an email to [cr.support@centerpointenergy.com](mailto:cr.support@centerpointenergy.com)

Competitive Retailer Relations

CenterPoint Energy Houston Electric, LLC