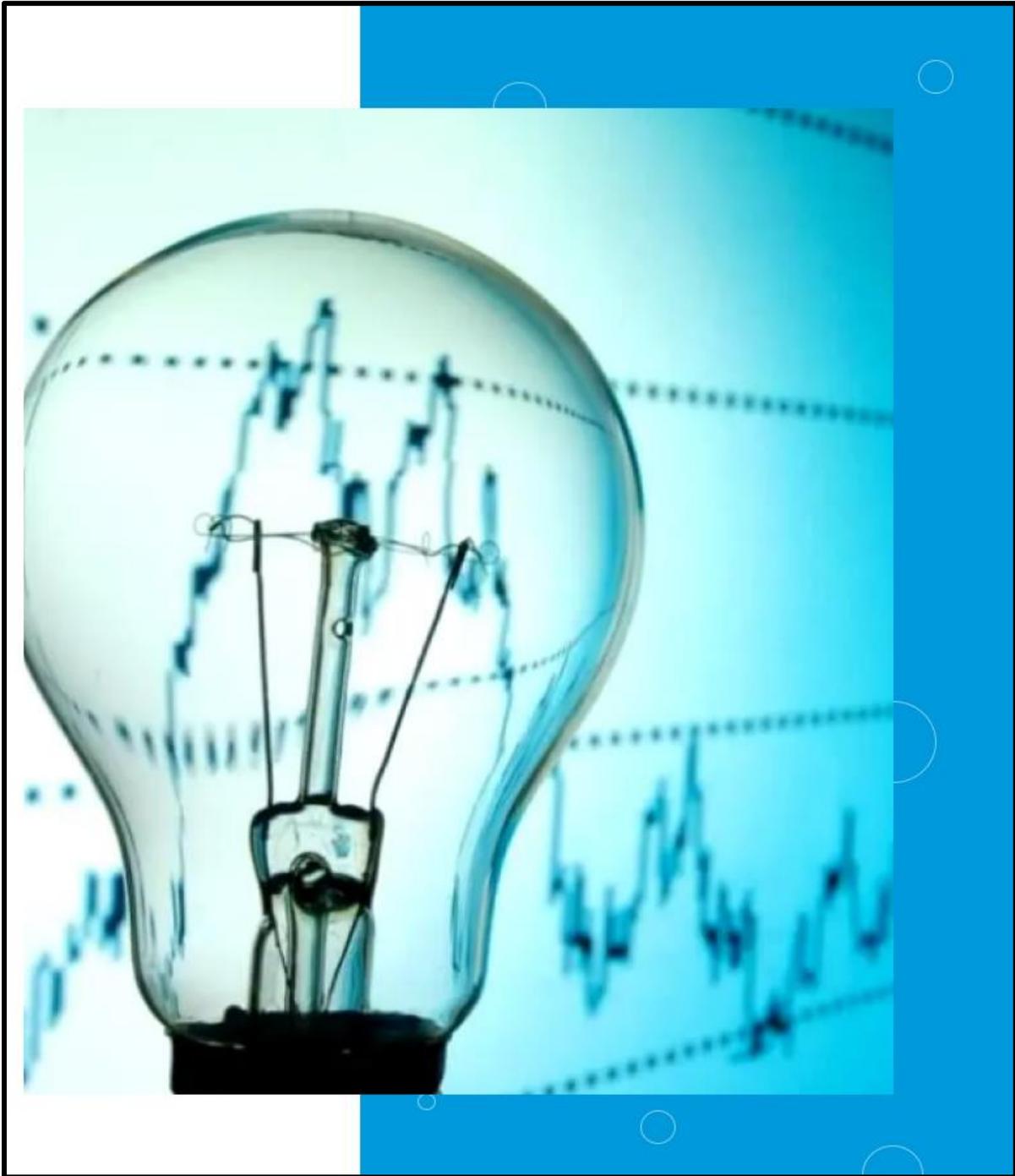




Competitive Retailer Information Portal (CRIP) User Guide





Competitive Retailer Information Portal (CRIP)

Welcome to CenterPoint Energy's new and improved CRIP! Most will find this site familiar since it is a modernized version of what you have seen since 2008; however, there are some new features that we have added (including safety net input and a dashboard) that provide advanced functionality for the convenience of the Competitive Retailer. All new and current features are outlined below.

Table of Contents

[CenterPoint Energy: Competitive Retailer Information Portal \(CRIP\) Site Link](#)

WELCOME TO CRIP (LANDING PAGE)

- [Login](#)
- [Request Access](#)
- [Forgot Password](#)
- [CRIP User Guides](#)

Main Header Links

- [Premise Search](#)
 - [View Details](#)
 - [Premise Information](#)
 - [AMS Report Details](#)
 - [Market Order Details](#)
- [Safety Net](#)
 - [Create Safety Net](#)
 - [Create Safety Net \(Multiple\)](#)
 - [Upload Safety Net Spreadsheet](#)
 - [View Safety Net](#)
- [Dashboard](#)
- [Historical Usage \(LOA\)](#)
 - Historical Usage Form
- [Report Download](#)

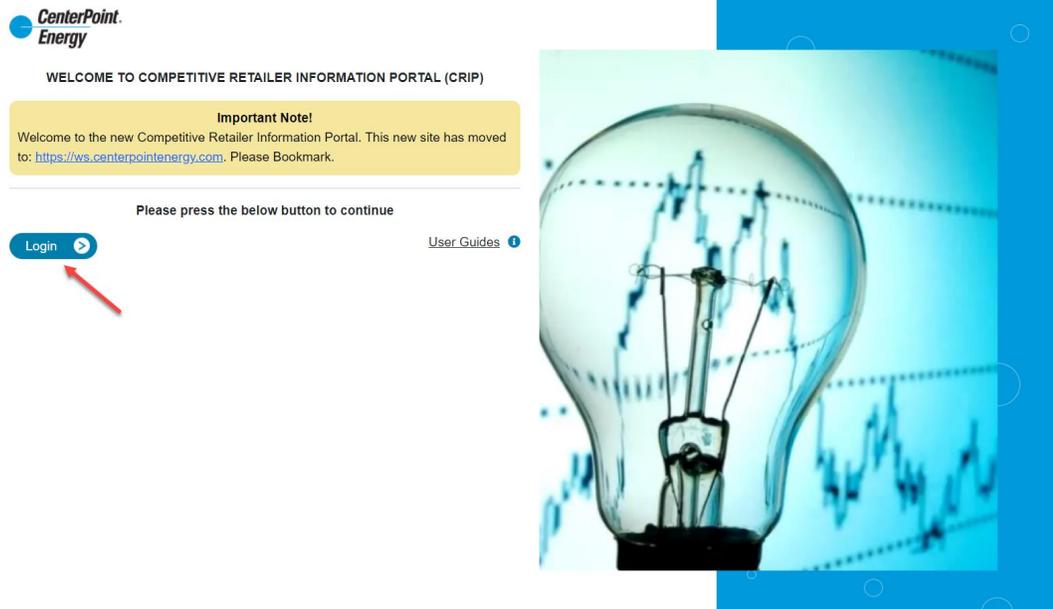
Main Header Links (cont.):

- [Administration \(CRIP Administrators only\)](#)
 - Pending User Requests
 - View Users
 - Manage User DUNS
 - View Organization Details
 - Manage Organization
- [Resources](#)
 - CRIP User Guide
 - Online Agreement

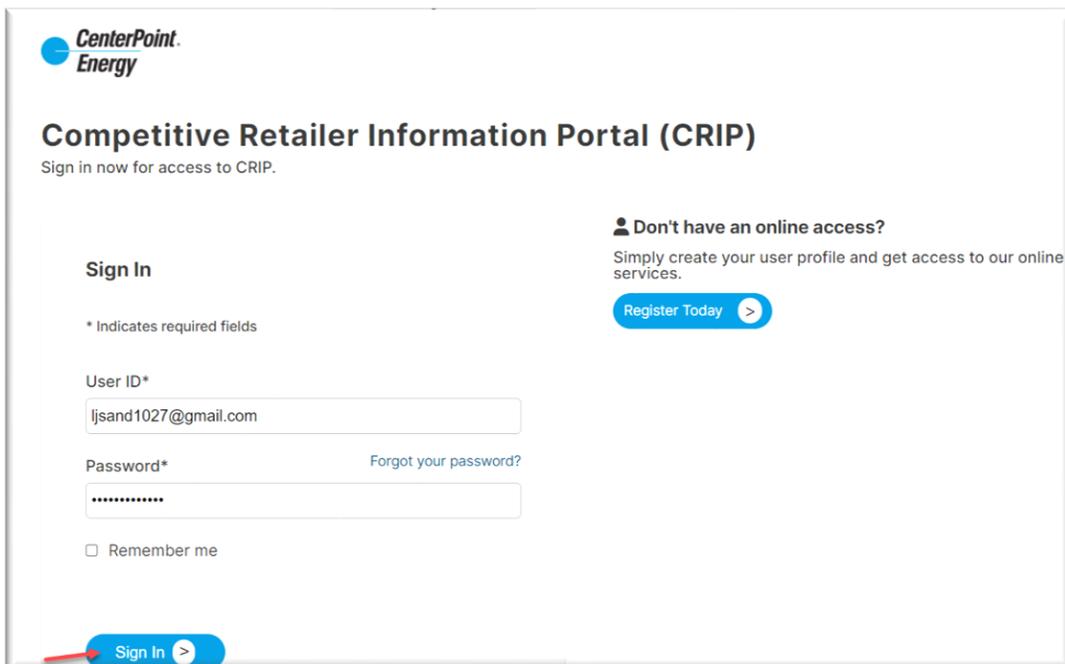
WELCOME TO CRIP (LANDING PAGE)

Login:

- Click Login to take you to the Login page.

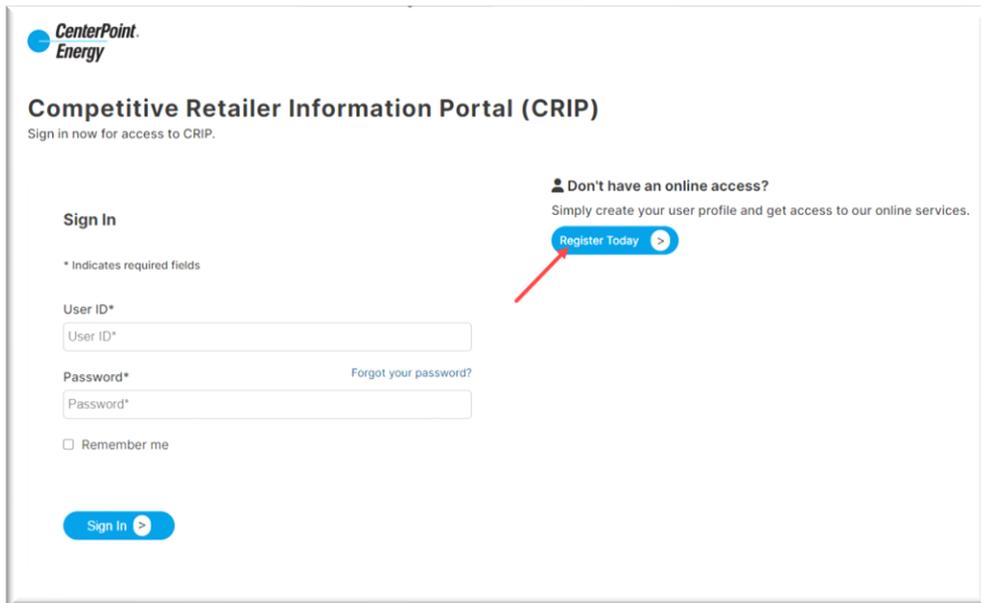


Enter your User ID and Password, and then click "Sign In".



Request Access:

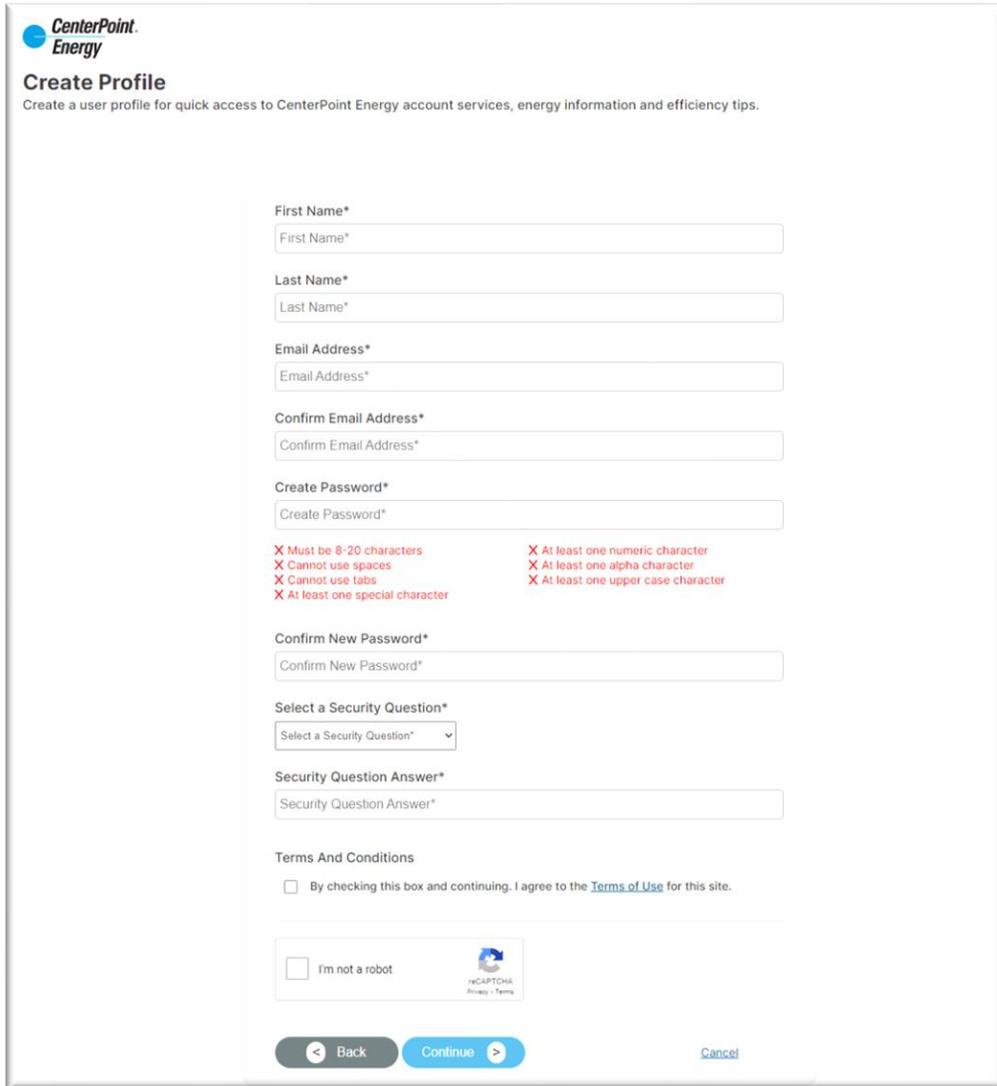
- For new organizations needing access, please contact CenterPoint Energy’s CR Relations at CR.Support@CenterPointEnergy.com to request information.
- For existing organizations already setup in our system, please proceed with the directions below. Click on “**Register Today**” to begin the process of being added to an organization



The screenshot shows the 'Competitive Retailer Information Portal (CRIP)' sign-in page. At the top left is the CenterPoint Energy logo. Below it, the title 'Competitive Retailer Information Portal (CRIP)' is displayed, followed by the instruction 'Sign in now for access to CRIP.' On the right side, there is a link for users without access: 'Don't have an online access? Simply create your user profile and get access to our online services.' Below this is a blue button labeled 'Register Today' with a right-pointing arrow, which is highlighted by a red arrow. The main sign-in section on the left includes a 'Sign In' heading, a note '* Indicates required fields', and two input fields: 'User ID*' and 'Password*'. A 'Forgot your password?' link is positioned to the right of the password field. Below the fields is a 'Remember me' checkbox. At the bottom left of the sign-in section is a blue 'Sign In' button with a right-pointing arrow.

Request Access (cont.):

Create a new profile by completing the required information in the form below.



CenterPoint Energy
Create Profile
Create a user profile for quick access to CenterPoint Energy account services, energy information and efficiency tips.

First Name*

Last Name*

Email Address*

Confirm Email Address*

Create Password*

X Must be 8-20 characters
X Cannot use spaces
X Cannot use tabs
X At least one special character

X At least one numeric character
X At least one alpha character
X At least one upper case character

Confirm New Password*

Select a Security Question*

Security Question Answer*

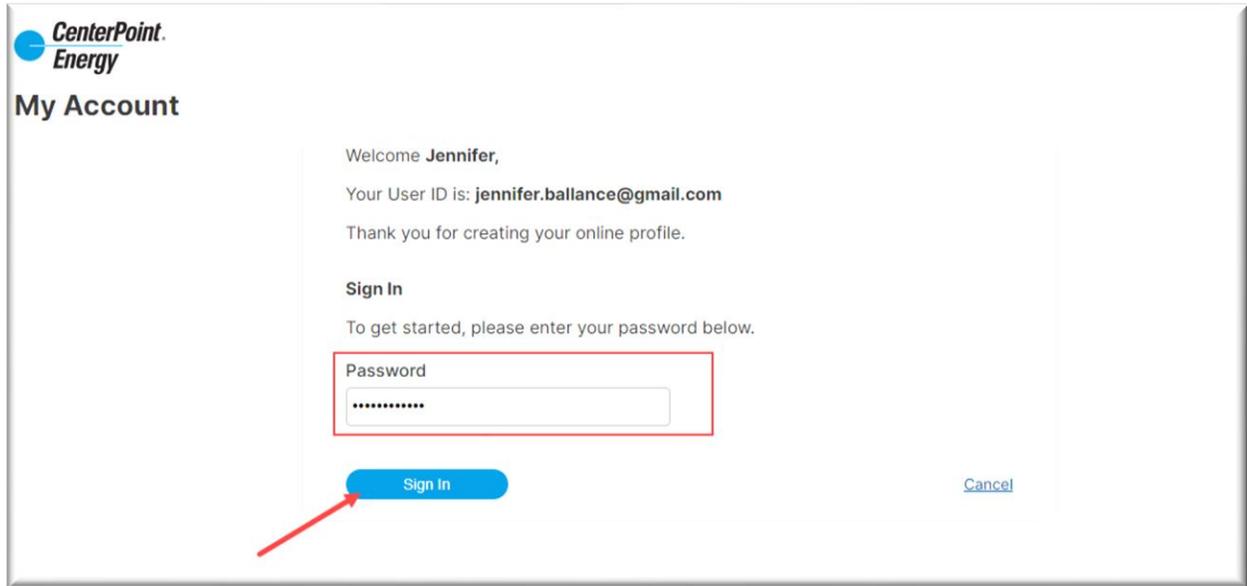
Terms And Conditions
 By checking this box and continuing, I agree to the [Terms of Use](#) for this site.

I'm not a robot 

[Cancel](#)

Request Access (cont.):

Enter the password and click “Sign In”. This will take you to the ADD NEW USER screen.



CenterPoint Energy
My Account

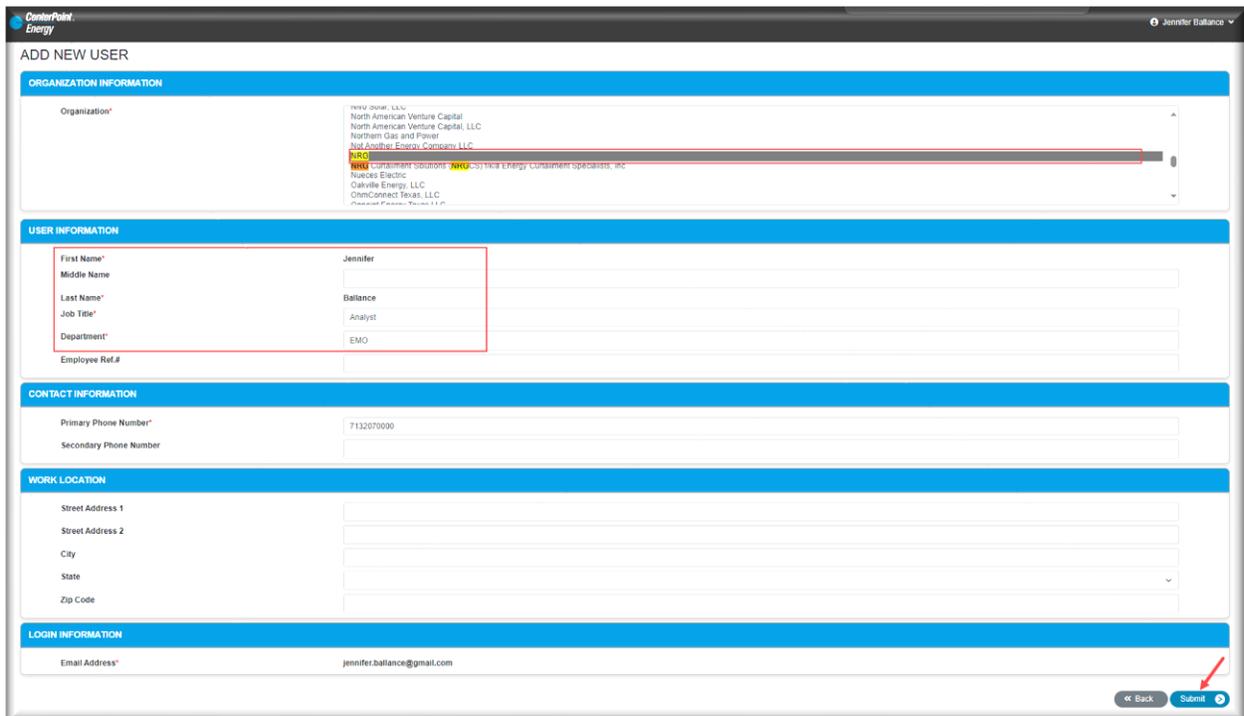
Welcome **Jennifer**,
Your User ID is: **jennifer.ballance@gmail.com**
Thank you for creating your online profile.

Sign In
To get started, please enter your password below.

Password
.....

Sign In [Cancel](#)

Select the Organization that you want and enter the required information. Click “Submit”



CenterPoint Energy Jennifer Ballance

ADD NEW USER

ORGANIZATION INFORMATION

Organization*
www.2000r, LLC
North American Venture Capital
North American Venture Capital, LLC
Northern Gas and Power
Not Available, Energy Company, LLC
NYS
NYS Compliance Solutions
NYS Energy Compliance Specialists, Inc
Nevada Electric
Oakville Energy, LLC
OhioConnect Texas, LLC
Pinnacle Energy, Inc. d/b/a P.E.

USER INFORMATION

First Name* Jennifer
Middle Name*
Last Name* Ballance
Job Title* Analyst
Department* EMO
Employee Ref.#

CONTACT INFORMATION

Primary Phone Number* 7132070000
Secondary Phone Number

WORK LOCATION

Street Address 1
Street Address 2
City
State
Zip Code

LOGIN INFORMATION

Email Address* jennifer.ballance@gmail.com

[Back](#) **Submit**



Competitive Retailer Information Portal (CRIP)

Request Access (cont.):

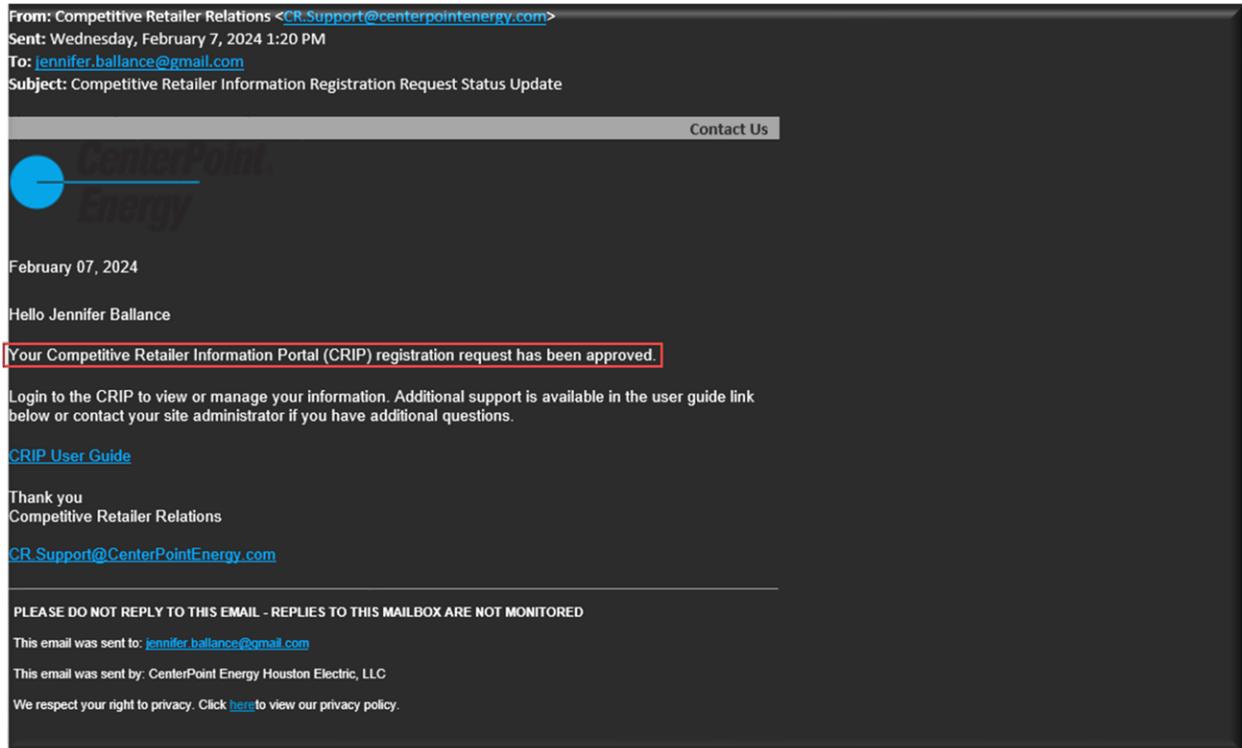
Your request will be submitted to the Administrator for that Organization for approval. The user will not be able to log into CRIP until the Administrator approves the user.

INFORMATION

Information

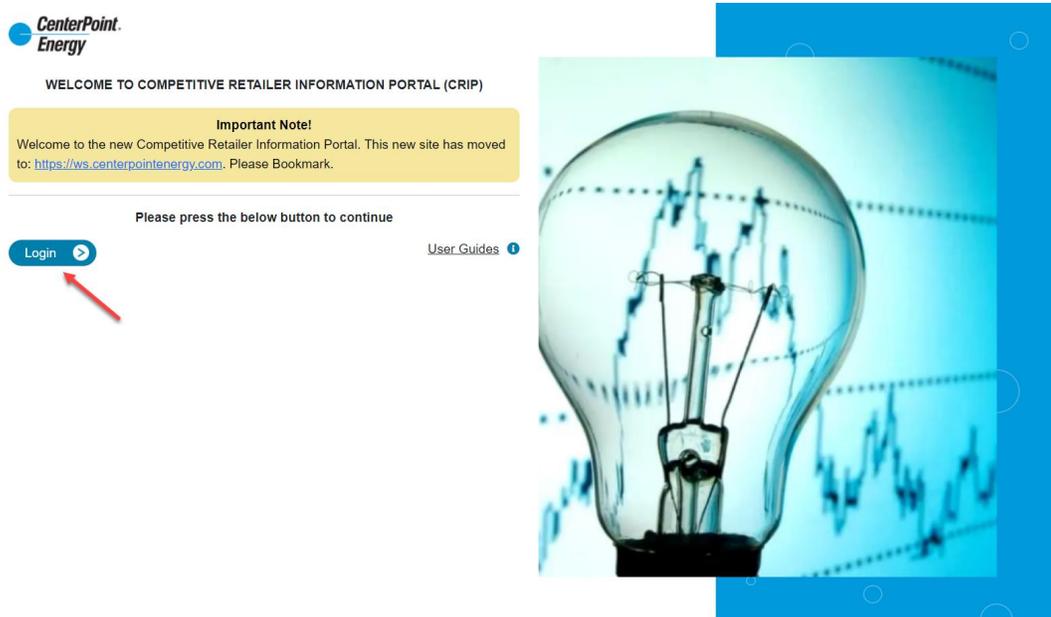
Your request for approval has been submitted. You will NOT be able to log in until the site administrator approves your request

Once the user has been approved, the new user will receive an email confirming approval. At this time, the new user will be able to log into CRIP.

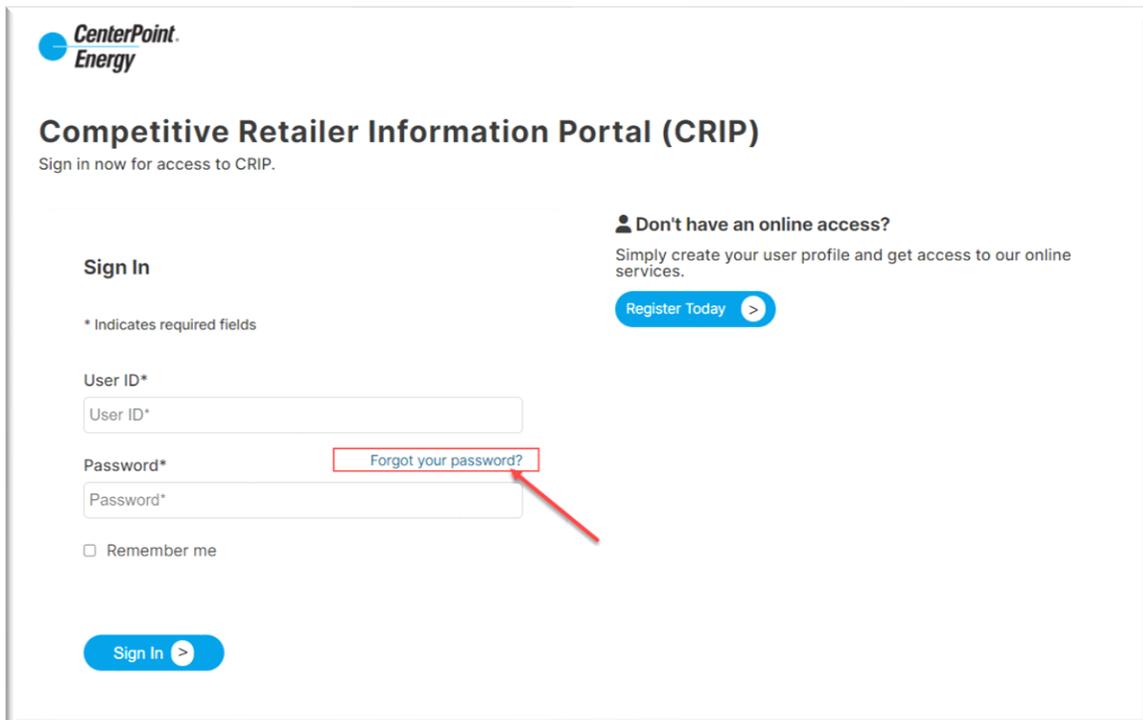


Forgot Password:

Click on Login button.

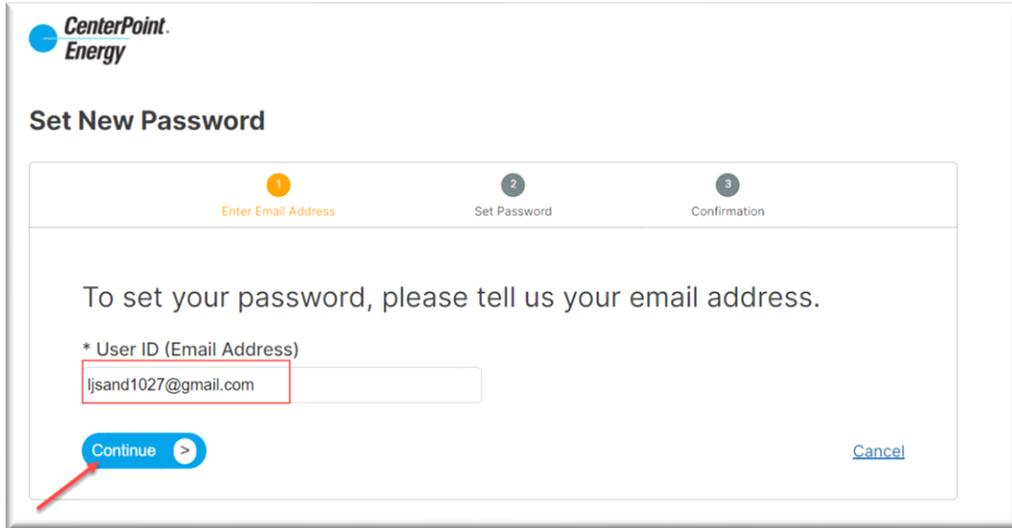


Select the "Forgot your password?" link:



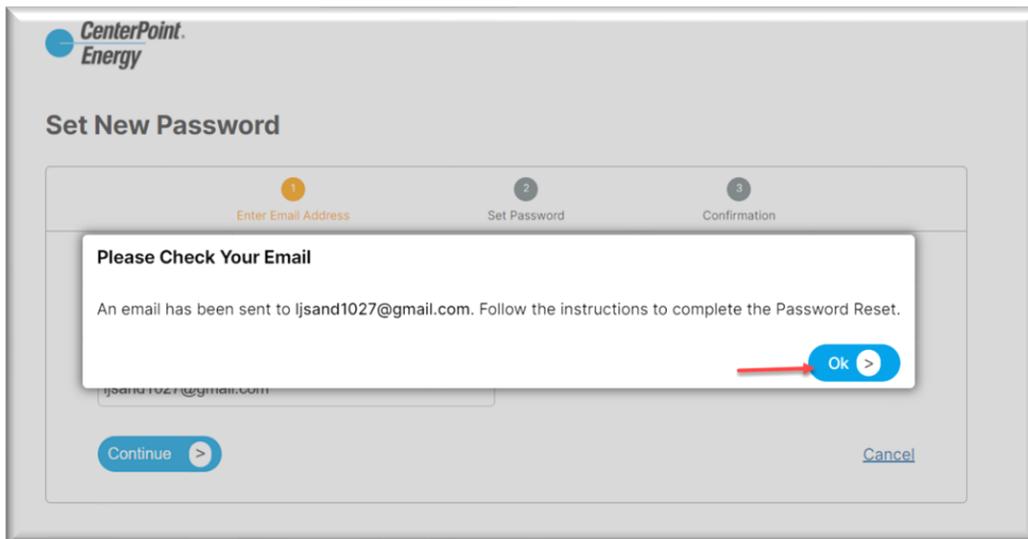
Forgot Password (cont.):

After entering the User ID, click “Continue”:



The screenshot shows the 'Set New Password' interface with the 'Enter Email Address' step highlighted in orange. A progress bar at the top shows three steps: 1. Enter Email Address (active), 2. Set Password, and 3. Confirmation. The main text reads: 'To set your password, please tell us your email address.' Below this is a label '* User ID (Email Address)' and a text input field containing 'ljsand1027@gmail.com'. A red box highlights the input field. At the bottom left is a blue 'Continue >' button with a red arrow pointing to it. At the bottom right is a blue 'Cancel' link.

An email will be sent to the address entered with additional information needed to reset the password:



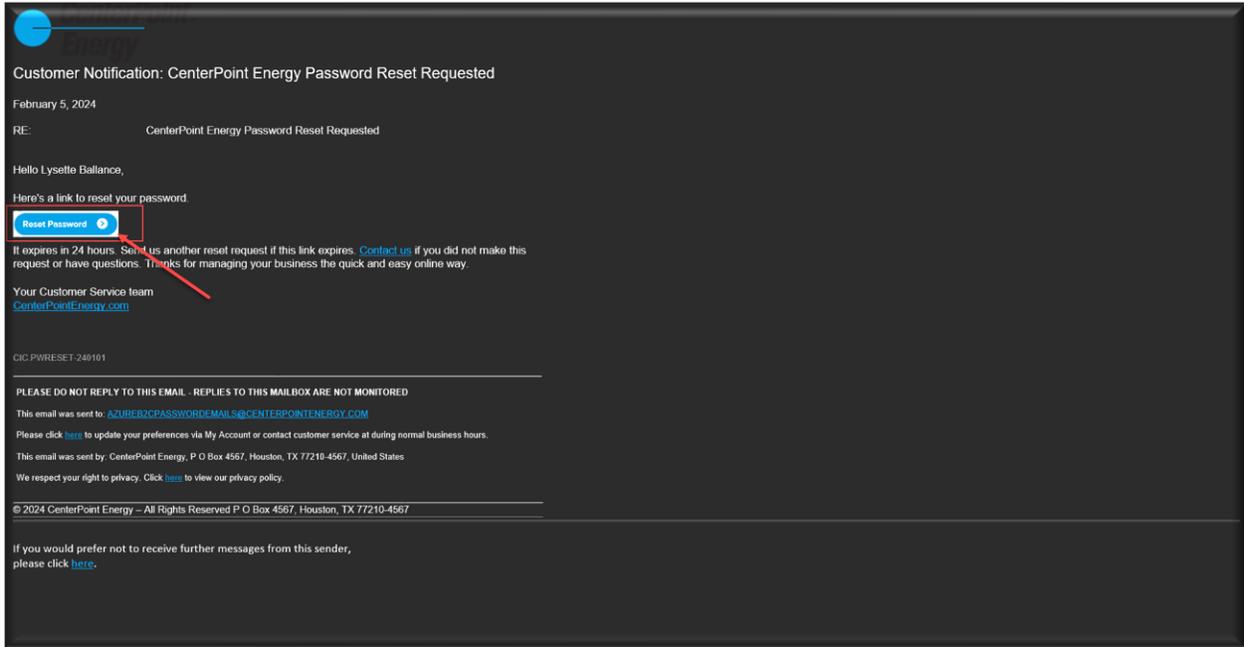
The screenshot shows the same 'Set New Password' interface, but with a white dialog box overlaid in the center. The dialog box has the title 'Please Check Your Email' and the text: 'An email has been sent to ljsand1027@gmail.com. Follow the instructions to complete the Password Reset.' At the bottom right of the dialog box is a blue 'Ok >' button with a red arrow pointing to it. The background form is dimmed, but the 'Continue >' button and 'Cancel' link are still visible.



Competitive Retailer Information Portal (CRIP)

Forgot Password (cont.):

Click on “Reset Password” in the received email.



Forgot Password (cont.):

After entering the qualifying password and confirming the reCAPTCHA, click on “Continue”.



Set New Password

1
Enter Email Address

2
Set Password

3
Confirmation

New Password

✓ Must be 8-20 characters

✓ Cannot use spaces

✓ Cannot use tabs

✓ At least one special character

✓ At least one numeric character

✓ At least one alpha character

✓ At least one upper case character

Confirm New Password

✓ I'm not a robot


reCAPTCHA
Privacy - Terms

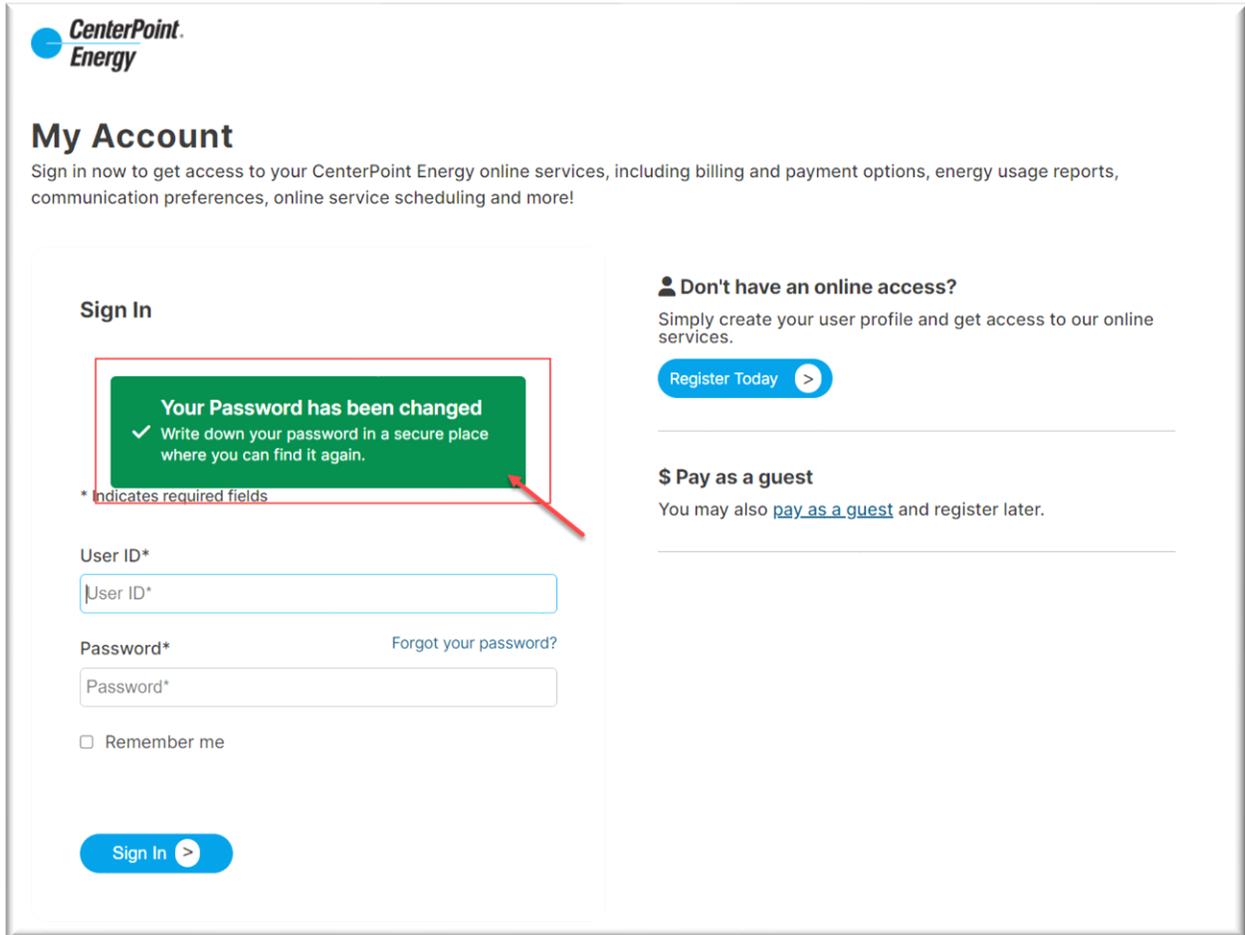
Questions or Comments? [Email us](#)

Continue >

[cancel](#)

Forgot Password (cont.):

You will receive notification that the password has been changed.



The screenshot shows the 'My Account' section of the CenterPoint Energy website. A green notification box with a white checkmark and text states: 'Your Password has been changed. Write down your password in a secure place where you can find it again.' A red box highlights this notification, and a red arrow points to it from the bottom right. Below the notification, there is a 'Sign In' section with input fields for 'User ID*' and 'Password*', a 'Remember me' checkbox, and a 'Sign In >' button. To the right, there are sections for 'Don't have an online access?' with a 'Register Today >' button, and '\$ Pay as a guest' with a link to 'pay as a guest'.

CRIP User Guides:

Click the “User Guides” link and this will take the user to the available user guides.



WELCOME TO COMPETITIVE RETAILER INFORMATION PORTAL (CRIP)

Important Note!

Welcome to the new Competitive Retailer Information Portal. This new site has moved to: <https://ws.centerpointenergy.com>. Please Bookmark.

Please press the below button to continue

Login >

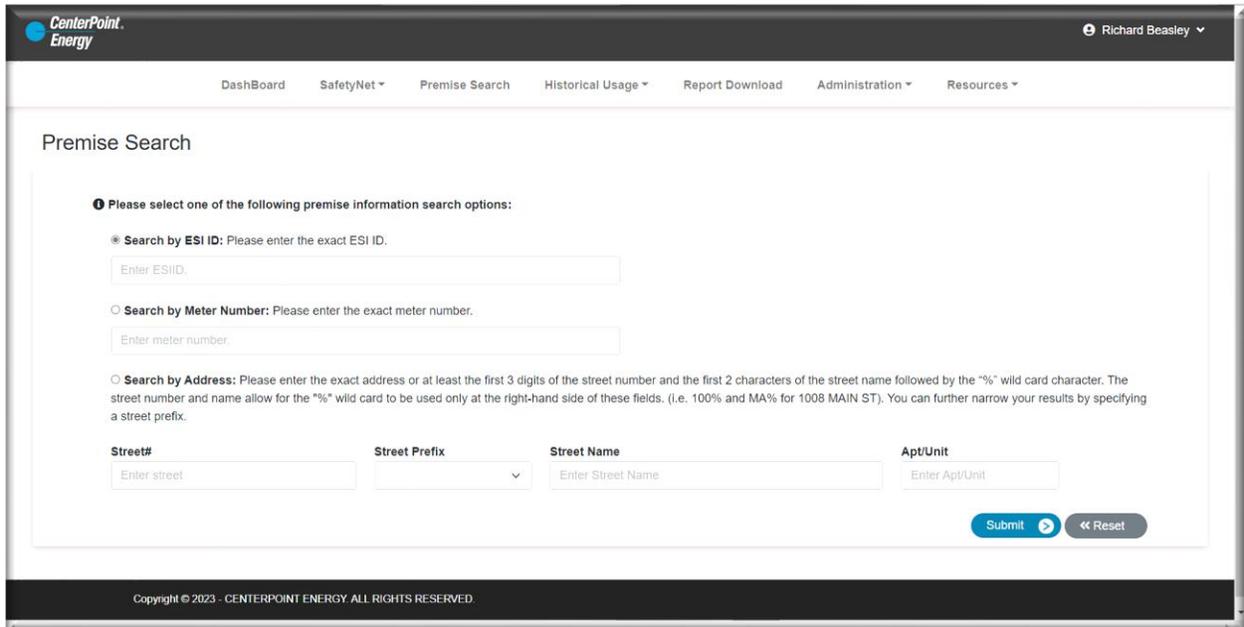
[User Guides](#) ⓘ



Premise Search:

Within CRIP, there are three search options available. After entering the desired option, click submit.

- **ESI-ID**
- **Meter Number**
- **Address**



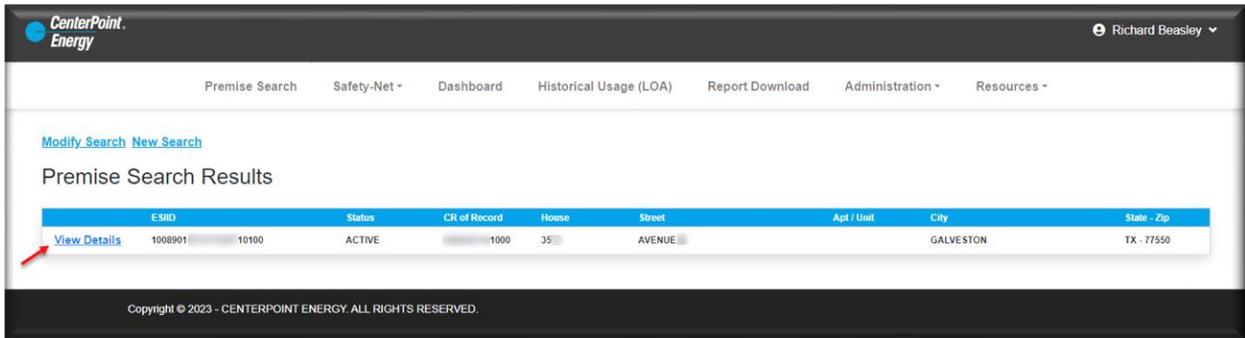
The screenshot shows the 'Premise Search' page in the CRIP portal. At the top, there is a navigation bar with the CenterPoint Energy logo, a user profile for 'Richard Beasley', and menu items: Dashboard, SafetyNet, Premise Search, Historical Usage, Report Download, Administration, and Resources. The main content area is titled 'Premise Search' and contains a form with the following elements:

- A heading: "Please select one of the following premise information search options:"
- Three radio button options:
 - Search by ESI ID:** Please enter the exact ESI ID. Below this is a text input field labeled "Enter ESIID."
 - Search by Meter Number:** Please enter the exact meter number. Below this is a text input field labeled "Enter meter number."
 - Search by Address:** Please enter the exact address or at least the first 3 digits of the street number and the first 2 characters of the street name followed by the "%" wild card character. The street number and name allow for the "%" wild card to be used only at the right-hand side of these fields. (i.e. 100% and MA% for 1008 MAIN ST). You can further narrow your results by specifying a street prefix.
- Below the address option, there are four input fields:
 - Street#:** Text input field labeled "Enter street".
 - Street Prefix:** A dropdown menu.
 - Street Name:** Text input field labeled "Enter Street Name".
 - Apt/Unit:** Text input field labeled "Enter Apt/Unit".
- At the bottom right of the form are two buttons: "Submit" and "Reset".

At the bottom of the page, there is a footer: "Copyright © 2023 - CENTERPOINT ENERGY ALL RIGHTS RESERVED."

View Details:

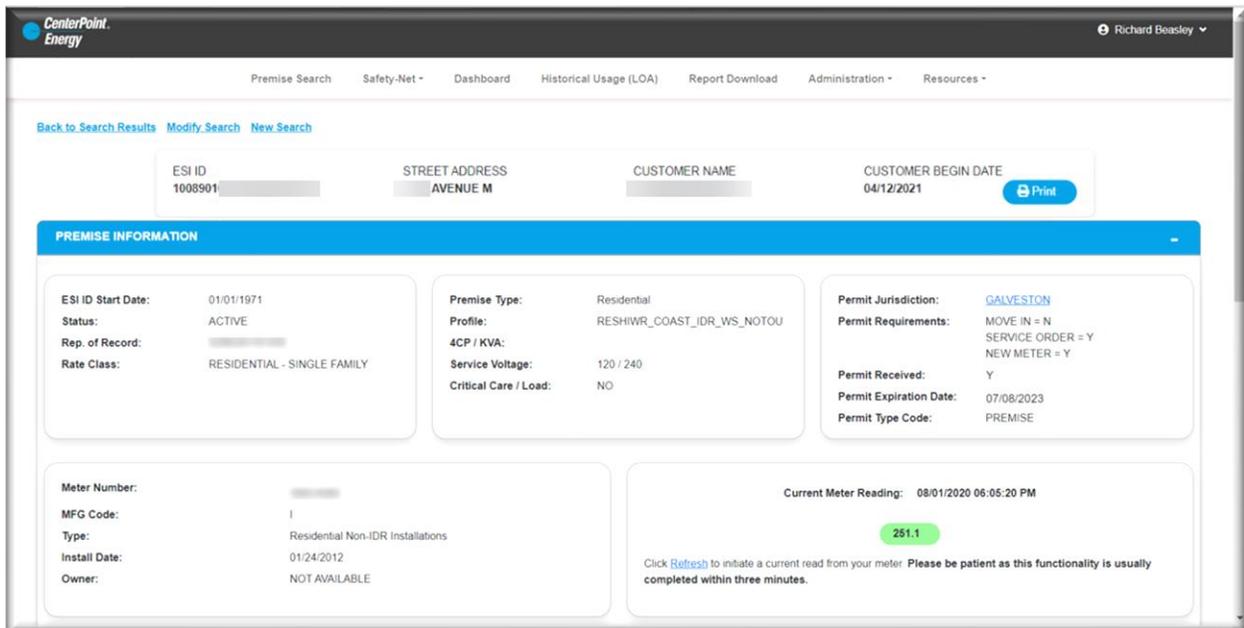
Next, click on **View Details** to see detailed information on the premise.



After clicking on **View Details**, the user will come to the page that will contain Premise Information, AMS Report Details, and Market Order Details. Each section is outlined below.

Premise Information:

A summary of the premise information will be presented with detailed information as shown below.



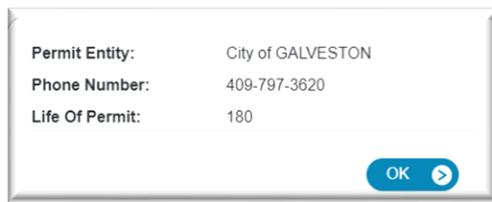
Premise Information (cont.):

Permit Information/Status

Users will see Permit Information on the Premise Information page. This section includes the following:

1. Permit Jurisdiction: Click on the hyperlink next to Permit Jurisdiction for a window to pop up that will provide the following

- Permit Entity
- Phone Number
- Life of Permit



2. Permit Requirements for a MVI, Service Orde and New Meter

3. Permit Received (if permit is pending to be received by CNP)

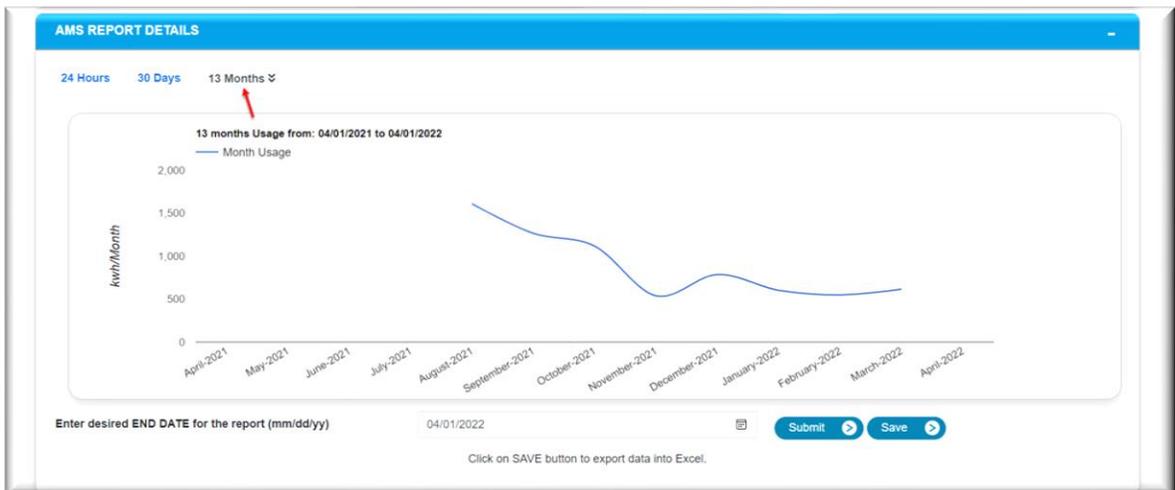
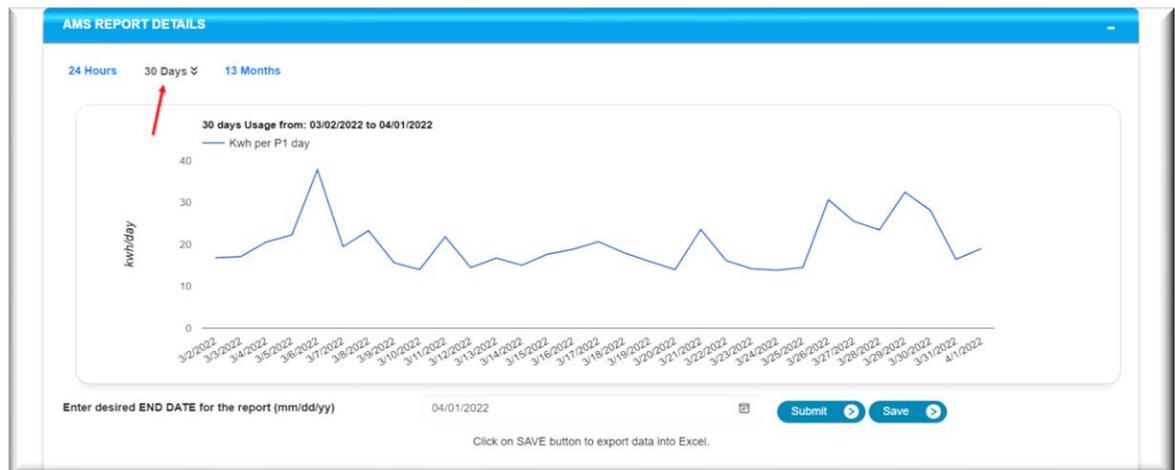
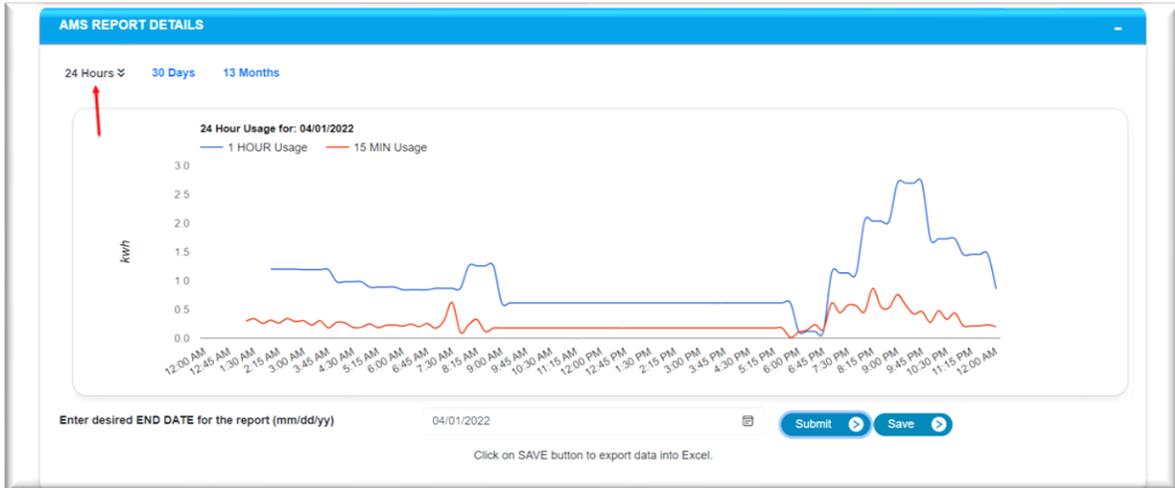
4. Permit Expiration Date of permit that has been received

5. Permit Type Code



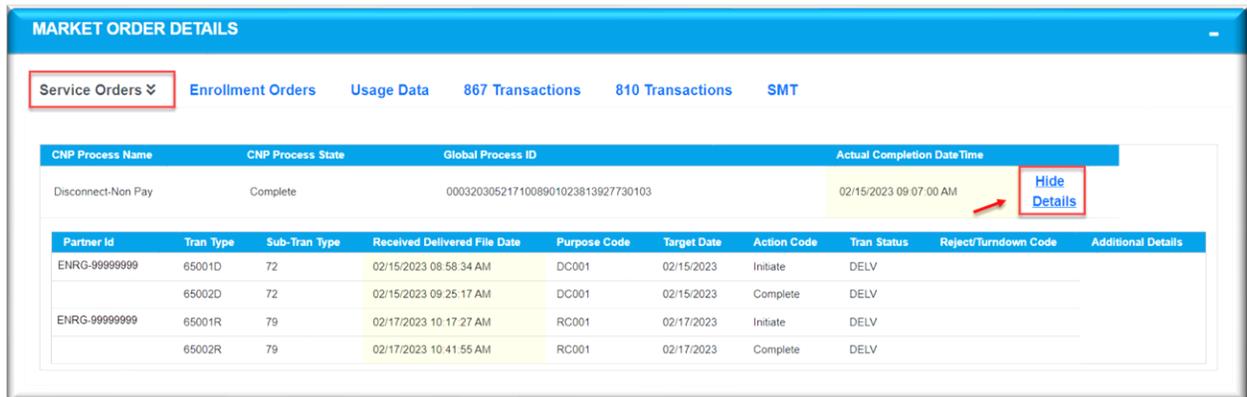
AMS Report Details (24 Hours, 30 Days, 13 Months):

A Detailed view of usage at the premise by desired period.



Market Order Details:

Service Orders – This tab provides a 30-day lookback on orders that are pending and or completed. Toggling between “Show Details” and “Hide Details” allows the user to see additional order information.

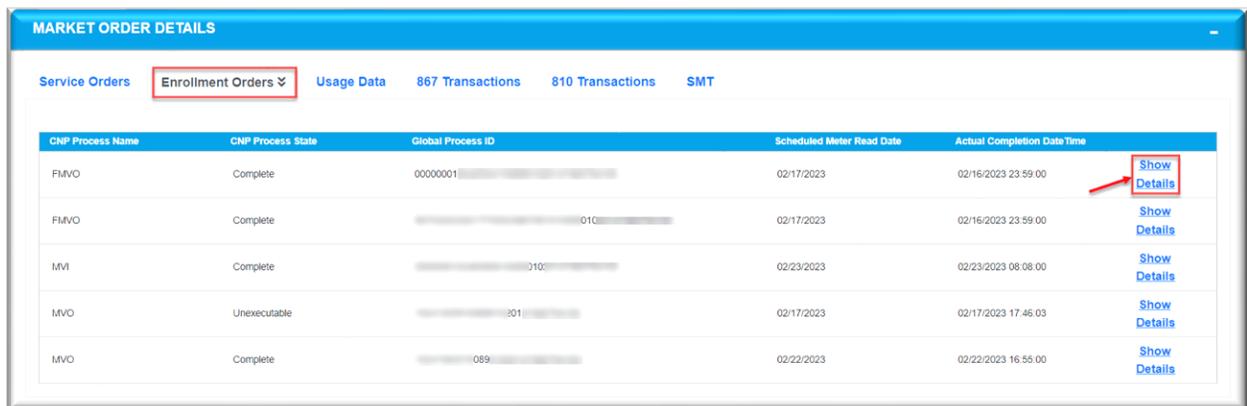


The screenshot shows the 'MARKET ORDER DETAILS' interface with the 'Service Orders' tab selected. A red box highlights the 'Service Orders' tab and another red box highlights the 'Hide Details' button. A red arrow points to the 'Hide Details' button.

CNP Process Name	CNP Process State	Global Process ID	Actual Completion DateTime
Disconnect-Non Pay	Complete	0003203052171008901023813927730103	02/15/2023 09:07:00 AM

Partner Id	Tran Type	Sub-Tran Type	Received Delivered File Date	Purpose Code	Target Date	Action Code	Tran Status	Reject/Turndown Code	Additional Details
ENRG-99999999	65001D	72	02/15/2023 08:58:34 AM	DC001	02/15/2023	Initiate	DELV		
	65002D	72	02/15/2023 09:25:17 AM	DC001	02/15/2023	Complete	DELV		
ENRG-99999999	65001R	79	02/17/2023 10:17:27 AM	RC001	02/17/2023	Initiate	DELV		
	65002R	79	02/17/2023 10:41:55 AM	RC001	02/17/2023	Complete	DELV		

Enrollment Orders - This tab provides a 30-day lookback on orders that are pending and or completed. Toggling between “Show Details” and “Hide Details” allows the user to see additional order information.



The screenshot shows the 'MARKET ORDER DETAILS' interface with the 'Enrollment Orders' tab selected. A red box highlights the 'Enrollment Orders' tab and another red box highlights the 'Show Details' button. A red arrow points to the 'Show Details' button.

CNP Process Name	CNP Process State	Global Process ID	Scheduled Meter Read Date	Actual Completion DateTime
FMVO	Complete	00000001	02/17/2023	02/16/2023 23:59:00
FMVO	Complete		02/17/2023	02/16/2023 23:59:00
MVI	Complete		02/23/2023	02/23/2023 08:08:00
MVO	Unexecutable		02/17/2023	02/17/2023 17:46:03
MVO	Complete		02/22/2023	02/22/2023 16:55:00

810 Transactions - Users will see the breakdown of the 810 charges under the 810 Transaction tab. The user will click on the **Bill Amount** hyperlink and will be sent to a new page to view the breakdown of charges.

The user will have access to Download, Print or close the page to be diverted back to the previous page, Premise Information page, 810 Transactions tab in the MARKET ORDER DETAILS section.

Market Order Details (cont.):

MARKET ORDER DETAILS										
Service Orders Enrollment Orders Usage Data 867 Transactions 810 Transactions ▾ SMT										
Rep. of Record	Start Date	End Date	Type	Final	Due Date	Bill Amount	NAESB Date	Cross Ref#	Tran Id	
	02/15/2023	03/15/2023	Rebill	No	07/06/2023	37433.27	06/02/2023 05:58:28	213017031164	300916097984	
	02/15/2023	03/15/2023	Cancel	No	07/07/2023	-37433.27	06/01/2023 01:54:08	213017031164	300916097980	
	01/17/2023	02/14/2023	Cancel	No	07/07/2023	-36181.29	06/01/2023 01:54:08	213016934934	300916097981	

TRAN ID:

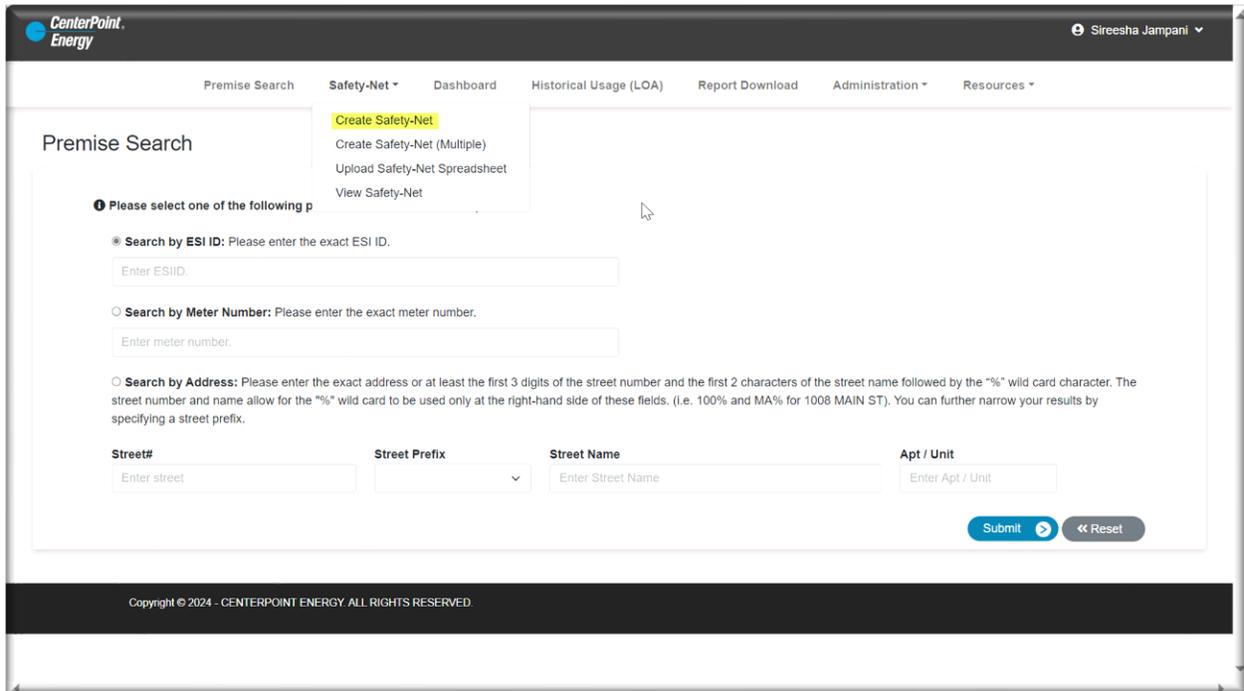
[Download](#) [Print](#) [Close](#)

BREAKDOWN CHARGES			
Description	Rate	Quantity	Value
CHARGE OFF ALLOWANCE TC5	-0.0030	960.30	-2.88
CUSTOMER CHARGE	44.95	1	44.95
METERING CHARGE	72	2	144
DISTRIBUTION SYSTEM CHARGE	4.449409	3674	16347.13
NUCLEAR DECOMMISSIONING CHARGE	0.000607	3674	2.23
TRANSMISSION COST RECOVERY FACTOR	5.975769	2976.3432	17785.94
DISTRIBUTION COST RECOVERY FACTOR	0.226244	3674	831.22
ENERGY EFFICIENCY COST RECOVERY FACTOR	0.000968	1364025.60	1320.38
TRANSITION CHARGE 5	0.331824	2894	960.30
Total			37433.27

Safety Net:

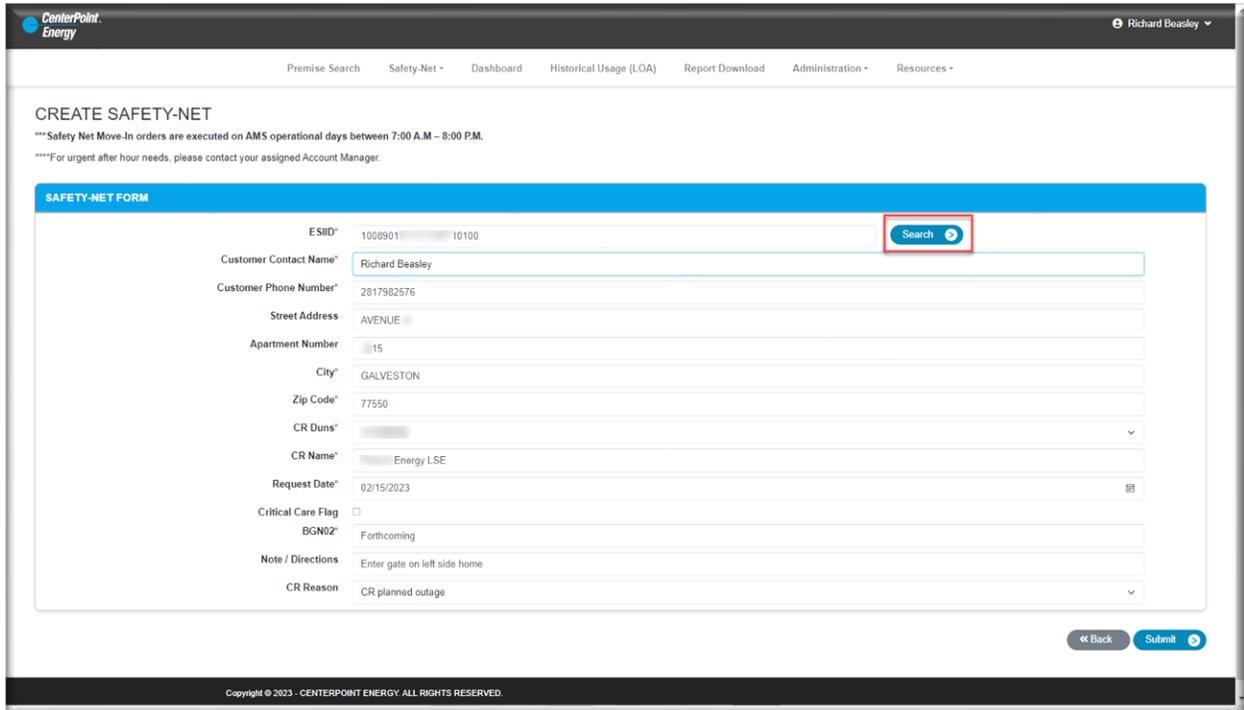
Create Safety-Net

The Safety Net feature is an enhancement to CRIP. To access this area, simply click on the “Safety-Net” header link and click on “Create Safety-Net”.



Create Safety-Net (cont.)

On the Create Safety Net page, you will find a familiar format with the same fields as a standard Market approved safety net spreadsheet.



The screenshot shows the 'CREATE SAFETY-NET' form in the CRIP portal. The form is titled 'SAFETY-NET FORM' and contains the following fields:

- ESIID*: 1000901 10100 (with a 'Search' button highlighted in a red box)
- Customer Contact Name*: Richard Beasley
- Customer Phone Number*: 2817982576
- Street Address: AVENUE
- Apartment Number: 15
- City*: GALVESTON
- Zip Code*: 77550
- CR Duns*: [Redacted]
- CR Name*: Energy LSE
- Request Date*: 02/15/2023
- Critical Care Flag:
- BGN02*: Forthcoming
- Note / Directions: Enter gate on left side home
- CR Reason: CR planned outage

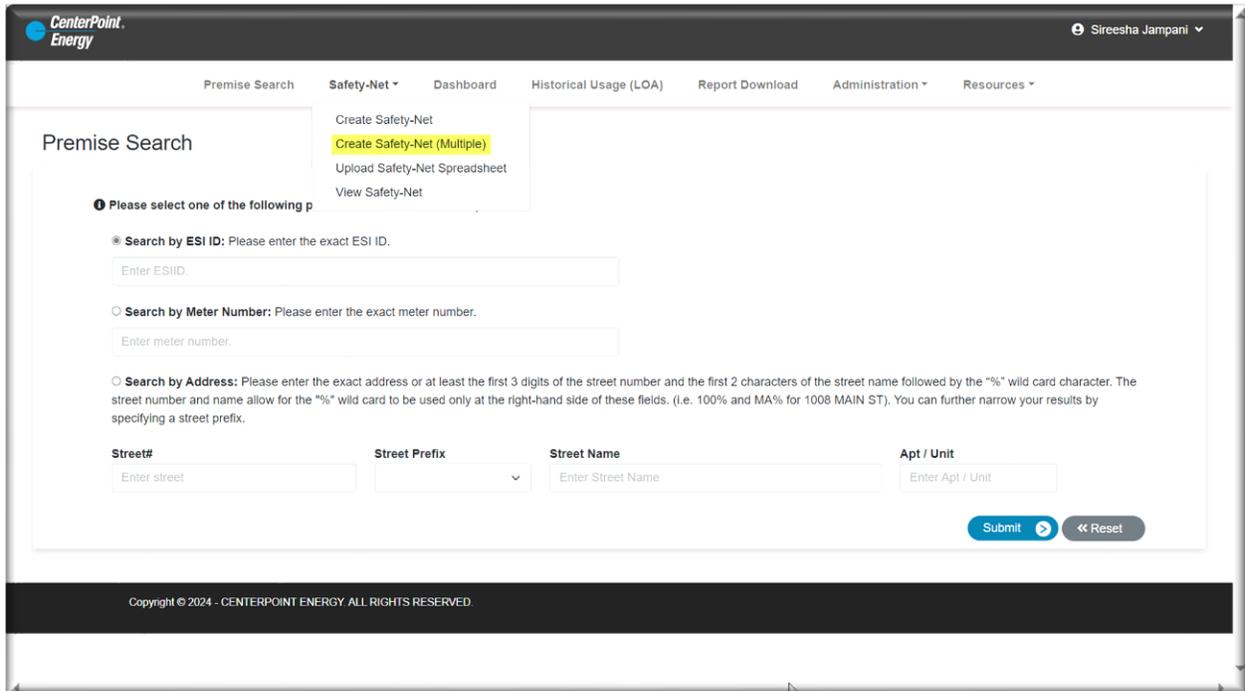
At the bottom of the form, there are 'Back' and 'Submit' buttons. The footer of the page reads 'Copyright © 2023 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

Users will enter the requested ESI-ID and if the ESI-ID is valid, the address information will auto-populate after clicking on the “Search” button.

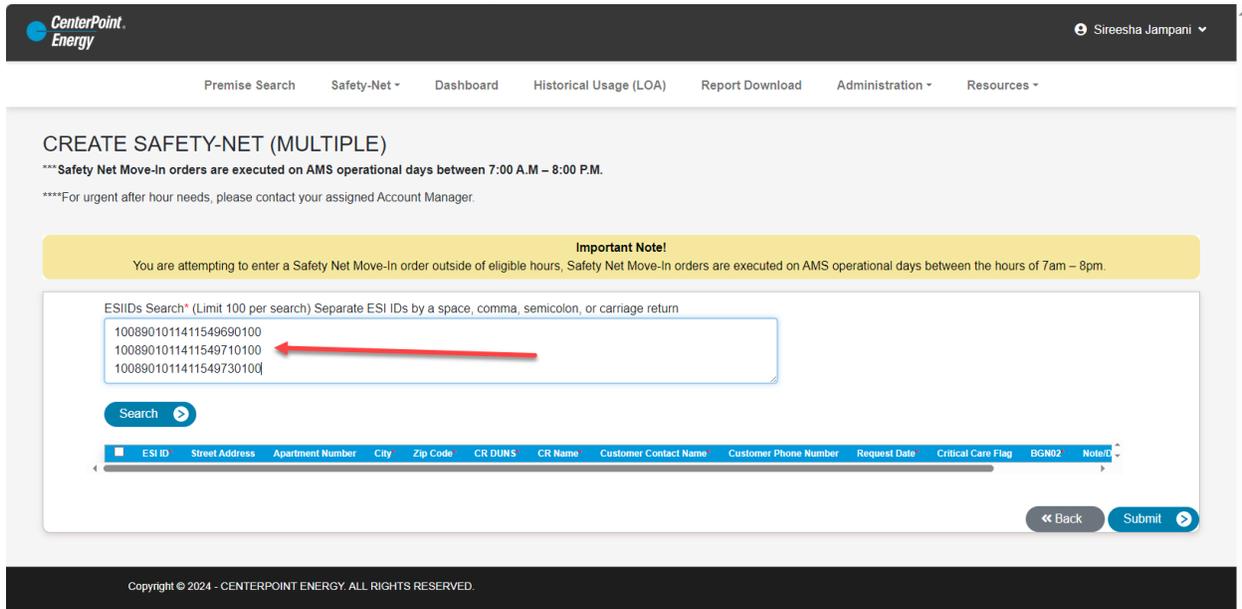
Users then complete the remaining before clicking “Submit” at the bottom of the page.

Create Safety Net (Multiple)

For Multiple Safety Nets, click the “**Safety-Net**” header link and click on “**Create Safety-Net (Multiple)**”.

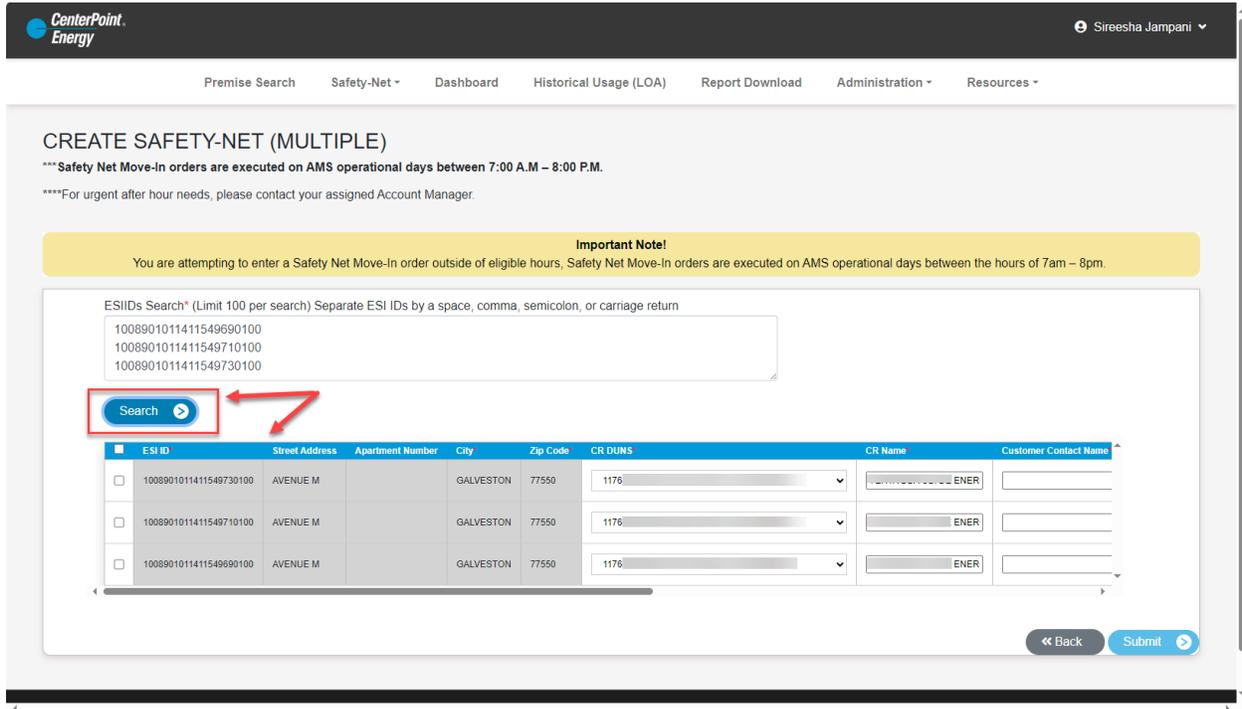


Enter desired ESI-IDs (Limit 100 per search)



Create Safety Net (Multiple) cont.

Click on the “Search” button to display desired ESI-IDs. ESI-IDs will be displayed below.



CenterPoint Energy Sireesha Jampani

Premise Search Safety-Net Dashboard Historical Usage (LOA) Report Download Administration Resources

CREATE SAFETY-NET (MULTIPLE)

*** Safety Net Move-In orders are executed on AMS operational days between 7:00 A.M – 8:00 P.M.
 ****For urgent after hour needs, please contact your assigned Account Manager.

Important Note!
 You are attempting to enter a Safety Net Move-In order outside of eligible hours, Safety Net Move-In orders are executed on AMS operational days between the hours of 7am – 8pm.

ESIDs Search* (Limit 100 per search) Separate ESI IDs by a space, comma, semicolon, or carriage return

1008901011411549690100
 1008901011411549710100
 1008901011411549730100

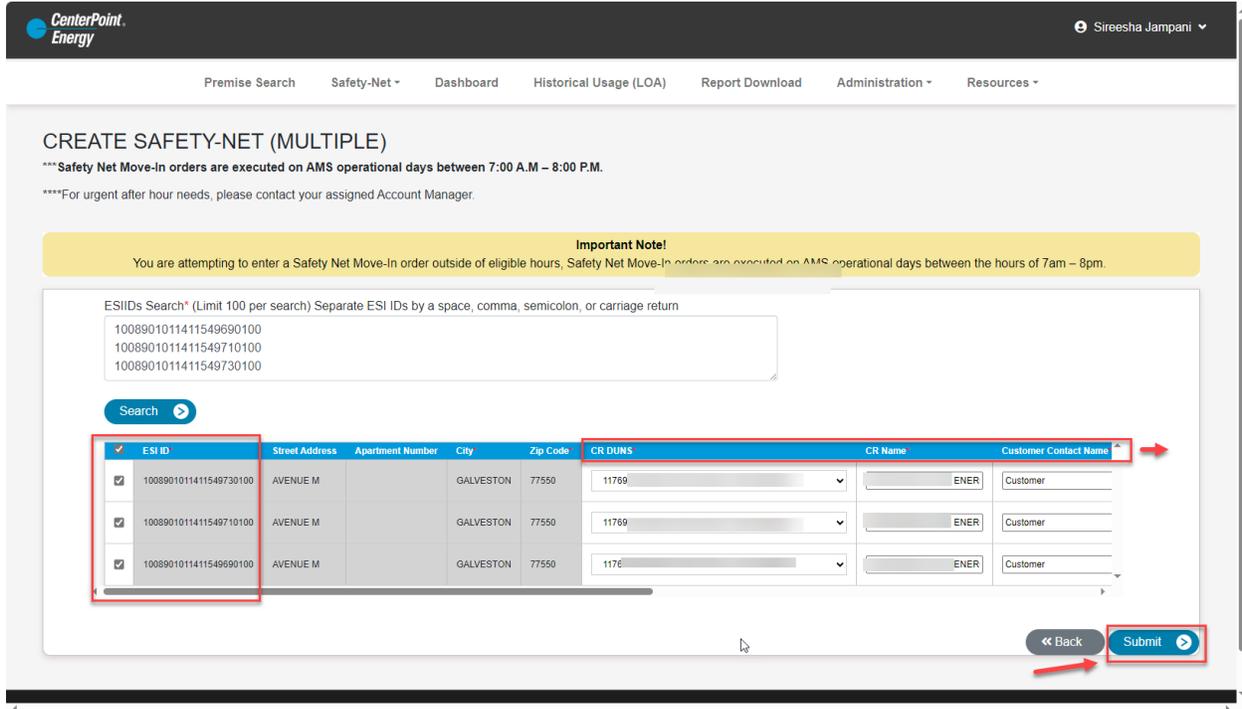
Search

ESI ID	Street Address	Apartment Number	City	Zip Code	CR DUNS	CR Name	Customer Contact Name
<input type="checkbox"/>	1008901011411549730100	AVENUE M		GALVESTON	77550	1176	ENER
<input type="checkbox"/>	1008901011411549710100	AVENUE M		GALVESTON	77550	1176	ENER
<input type="checkbox"/>	1008901011411549690100	AVENUE M		GALVESTON	77550	1176	ENER

« Back Submit »

Create Safety Net (Multiple) cont.

Select ESI-IDs that need processing, fill in the required Market information, and click on the Submit button to process the safety nets.



CenterPoint Energy Sireesha Jampani

Premise Search Safety-Net Dashboard Historical Usage (LOA) Report Download Administration Resources

CREATE SAFETY-NET (MULTIPLE)

*** Safety Net Move-In orders are executed on AMS operational days between 7:00 A.M – 8:00 P.M.
 ****For urgent after hour needs, please contact your assigned Account Manager.

Important Note!
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ESIDs Search* (Limit 100 per search) Separate ESI IDs by a space, comma, semicolon, or carriage return

1008901011411549690100
 1008901011411549710100
 1008901011411549730100

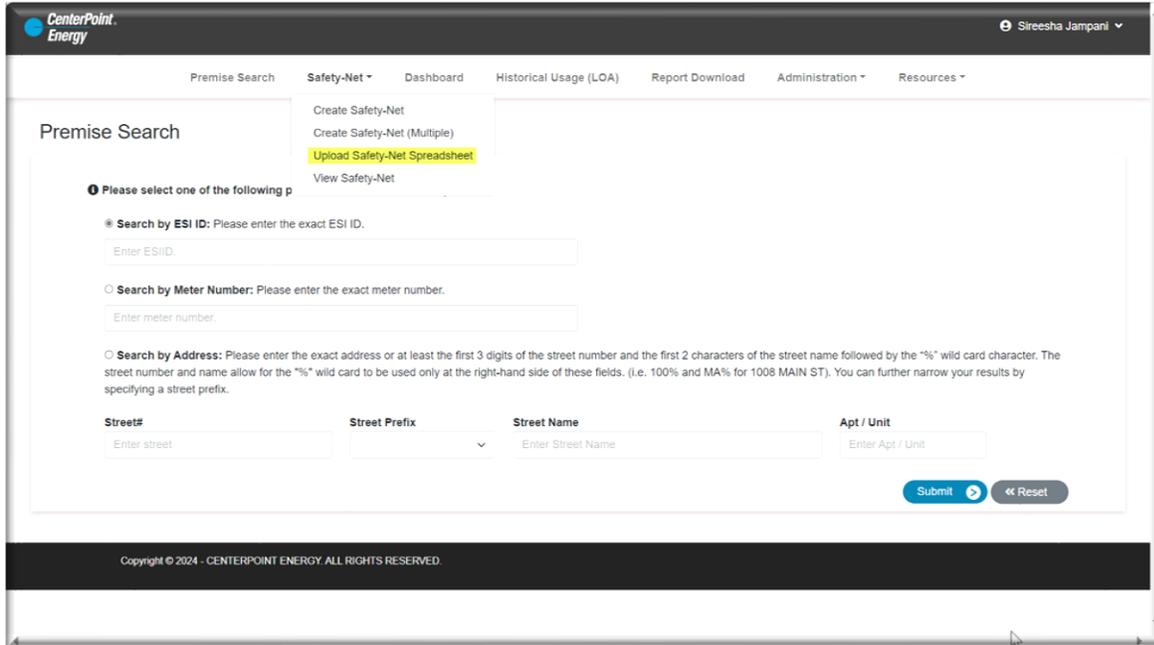
Search

<input checked="" type="checkbox"/>	ESI ID	Street Address	Apartment Number	City	Zip Code	CR DUNS	CR Name	Customer Contact Name
<input checked="" type="checkbox"/>	1008901011411549730100	AVENUE M		GALVESTON	77550	11769	ENER	Customer
<input checked="" type="checkbox"/>	1008901011411549710100	AVENUE M		GALVESTON	77550	11769	ENER	Customer
<input checked="" type="checkbox"/>	1008901011411549690100	AVENUE M		GALVESTON	77550	11769	ENER	Customer

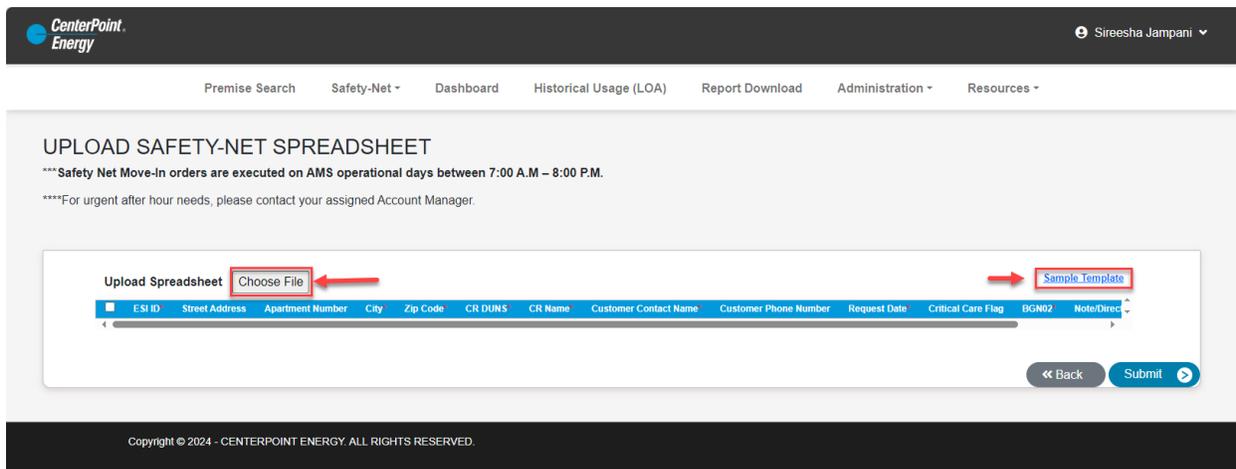
« Back Submit »

Upload Safety Net Spreadsheet

To upload your Safety Nets using a Market formatted Excel spreadsheet, click the “**Safety-Net**” header link and click on “**Upload Safety-Net Spreadsheet**”.

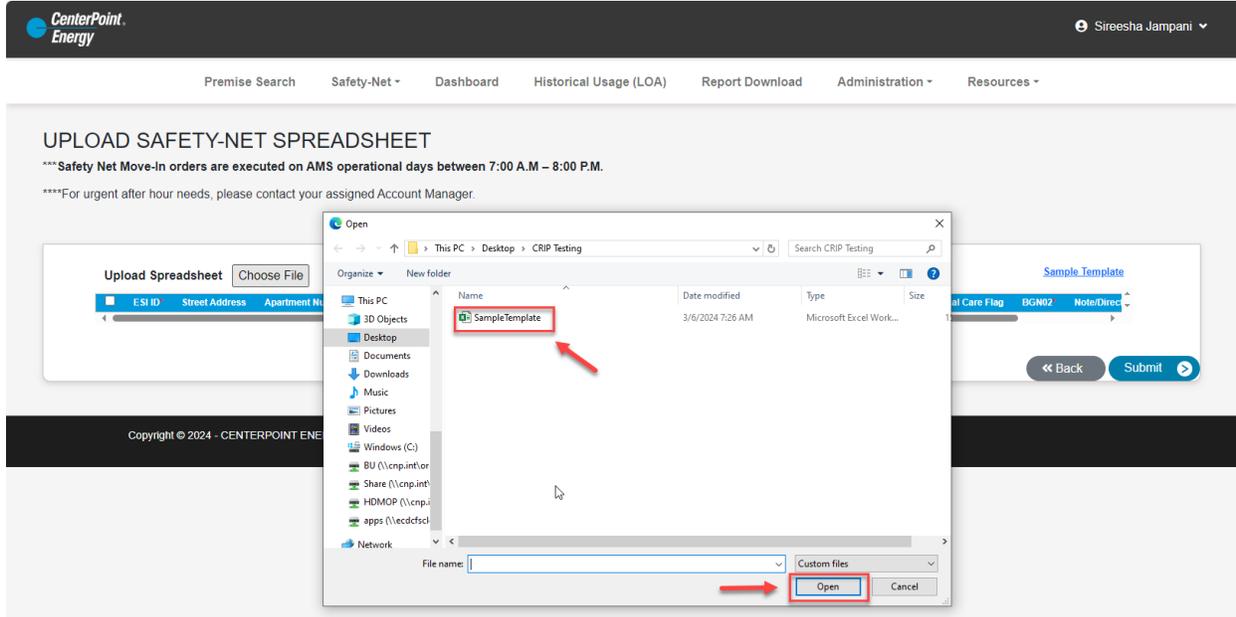


Click on the “Choose File” button to upload your Market formatted safety-net file. A sample template is available for download on this page.

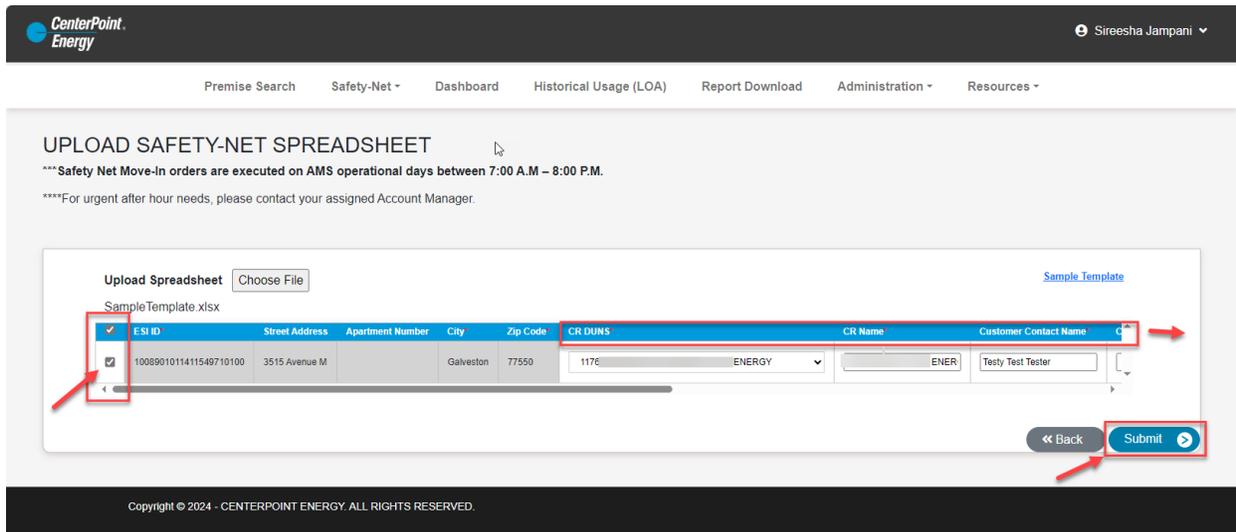


Upload Safety Net Spreadsheet (cont.)

Select desired file and click on the Open button to upload the safety-net.



Information from the user's uploaded spreadsheet will appear on the screen below. Select ESI-IDs that need processing, fill in the required Market information, and click on the Submit button to process the safety nets.



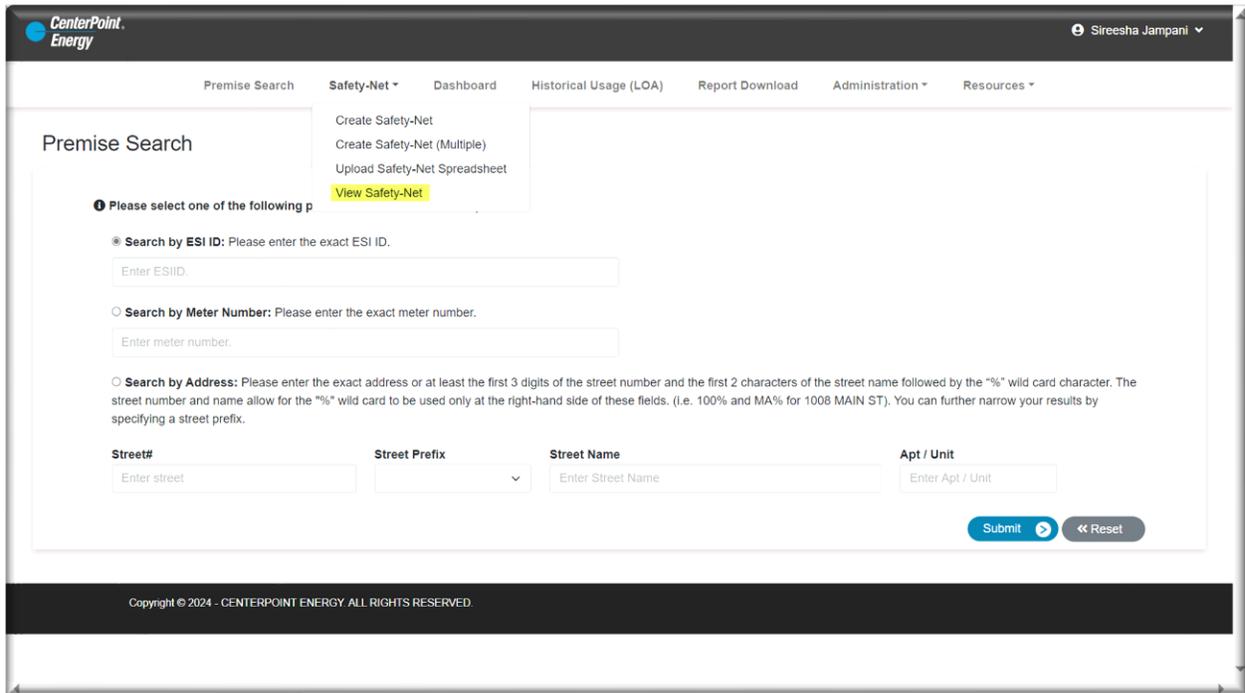
Create Safety-Net (cont.)

Once submitted users will be notified if the ESI-ID is eligible for a Safety-Net order and if the safety-net was submitted successfully. If an ESID is not eligible the reject reason will be provided: Common reasons an ESI-ID is not eligible are listed in the table below.

006	ESI ID INVALID OR NOT FOUND
008	STREET MISSING
009	ZIP CODE MISSING
010	CITY MISSING
011	MISSING OR INVALID DUNS NUMBER
012	BGN02 MISSING
013	SERVICE TERMINATED BECAUSE SERVICE PROVIDER WENT OUT OF BUSINESS
014	SAFETY NET NOT VALID ON TEMPORARY SERVICE METER
015	SAFETY NET NOT VALID ON GUARD LIGHT ACCOUNT
017	PRIORITY SAFETY NET DTW IS NOT CURRENT DATE
018	ACCOUNT REQUIRES A PERMIT
019	DATE WANTED MORE THAN 2 DAYS IN THE FUTURE
020	DUPLICATE SAFETY-NET REQUEST
021	Error In Creating BP for ESIID:
022	Erron In Creating Switch Document for ESIID
023	INVALID REQUEST TYPE
025	REQUEST TYPE-INTERNAL MISSING
026	METER REMOVED
027	METER INSTALLATION PENDING
028	EDI TRANSACTION ALREADY RECEIVED
029	SN LOADED W/O PENDING/COMPLETED ORDER
030	SWITCH HOLD
031	LEFT IN HOT
032	OPEN SN REQUEST FOR SAME DATE EXISTS
033	OPEN SAFETY NET REQUEST ALREADY EXISTS

[View Safety-Net:](#)

Once entered a user may track the status of a Safety Net by clicking on **View Safety-Net**. Users will be able to see all statuses and updates for all pending Safety-Nets they are authorized to view.



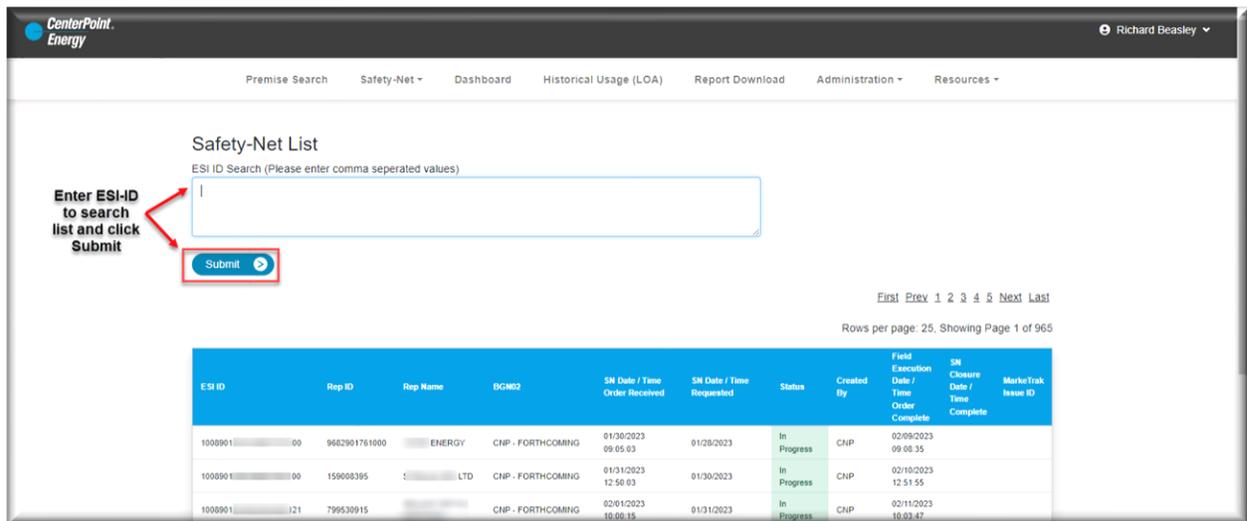
The screenshot displays the CenterPoint Energy CRIP interface. At the top, the user's name 'Sireesha Jampani' is visible. The navigation menu includes 'Premise Search', 'Safety-Net', 'Dashboard', 'Historical Usage (LOA)', 'Report Download', 'Administration', and 'Resources'. The 'Safety-Net' dropdown menu is open, showing options: 'Create Safety-Net', 'Create Safety-Net (Multiple)', 'Upload Safety-Net Spreadsheet', and 'View Safety-Net' (highlighted in yellow). The 'Premise Search' section contains a message: 'Please select one of the following p'. Below this, there are three search options: 'Search by ESI ID', 'Search by Meter Number', and 'Search by Address'. Each option has a corresponding input field. The 'Search by Address' section includes fields for 'Street#' (with placeholder 'Enter street'), 'Street Prefix' (a dropdown menu), 'Street Name' (with placeholder 'Enter Street Name'), and 'Apt / Unit' (with placeholder 'Enter Apt / Unit'). At the bottom right of the search area are 'Submit' and 'Reset' buttons. The footer contains the text: 'Copyright © 2024 - CENTERPOINT ENERGY. ALL RIGHTS RESERVED.'

[View Safety-Net \(cont.\):](#)

The **Safety-Net List** provides a view of current safety nets that are pending, recently completed, or awaiting a market transaction.

Users can search for the status of a specific ESI-ID or multiple ESI-IDs, by simply inputting the ESI-ID into the **ESI-ID Search** field and clicking **Submit**.

In the event a Safety Net request was initiated and entered by a CNP employee users will see CNP in the created by field.



Safety-Net List

ESI ID Search (Please enter comma seperated values)

Enter ESI-ID to search list and click Submit

Submit

First Prev 1 2 3 4 5 Next Last

Rows per page: 25. Showing Page 1 of 965

ESI ID	Rep ID	Rep Name	BGM02	SN Date / Time Order Received	SN Date / Time Requested	Status	Created By	Field Execution Date / Time Order Complete	SN Closure Date / Time Complete	MarkeTrak Issue ID
1008901	00	9682901761000	ENERGY	CNP - FORTHCOMING	01/30/2023 09:05:03	01/28/2023	In Progress	CNP	02/09/2023 09:08:35	
1008901	00	159608395	LTD	CNP - FORTHCOMING	01/31/2023 12:50:03	01/30/2023	In Progress	CNP	02/10/2023 12:51:55	
1008901	121	799530915		CNP - FORTHCOMING	02/01/2023 19:09:15	01/31/2023	In Progress	CNP	02/11/2023 19:03:47	

Dashboard:

The CRIP Dashboard is another enhanced feature on CRIP. This screen offers the user an ability to view DUNS specific information to which the user has been granted access. Individual sections are described below:

The dashboard interface includes the following sections:

- Organization & Total ESI ID:**
 - Duns Number: 4
 - Organization Name: Energy
 - Acronym: [Redacted]
 - ESI ID Total: 110971
 - [View Ad Hoc Report](#)
- Total Services:**
 - Residential: 107928
 - Non Residential: 2965
 - Unmetered: 78
- Outage Map:**
 - Map of Texas with a red overlay indicating outage areas.
- Total ESI ID:**
 - Line chart showing Total ESI ID Count from Mar-2022 to Feb-2023. The count starts at approximately 120,000, peaks in July 2022, and then declines to around 110,000 by February 2023.
- Enrollments or Service Orders with Requested Date of:**
 - Bar chart for date 02/21/2023 showing enrollment and service order status: Pending, InProgress, Completed, Rejected, and Unexecutable.
- ESI ID Enrolled in Power Alert Service:**
 - Donut chart showing Power Alert Service Outage Notification status: Enrolled (blue) and Not Enrolled (light blue).
- CNP Important News:**
 - Weather widget for Houston showing 84°F, Tuesday, 02/21/2023, 07:35 AM.
 - Forecast: Patchy fog before 8am. Partly sunny. High near 84, with temperatures falling to around 61 in the afternoon. South wind 10 to 15 mph, with gusts as high as 25 mph.
- Users by Time of Day:**
 - Bar chart showing the number of active users in the last 24 hours for various time slots from 1:00 AM to 7:00 AM.

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Dashboard (Cont.):

- **Organization & Total ESI ID** – This section allows users to select from a drop down the DUNS **Number** to view. Once a DUNS is selected, the **Organizational Name**, along with the CNP associated **Acronym** and the current **ESI ID Total** for that specific DUNS will be displayed.
- **View Ad Hoc Report** -Allows a user to download a spreadsheet that includes specific ESI-ID information for all premises currently active under that DUNS. Depending on the size of this report please allow for extended processing time. (Note: The download of the Ad Hoc Report will stop if the user navigates to other areas of CRIP. It is important to wait for the download to complete before moving forward.)
- **Total Services**_– This section shows the total ESI ID count broken down between **Residential**, **Non-Residential**, and **Unmetered** services for the specific DUNS.
- **Outage Map**_– This link takes the user directly to the CNP Outage Tracker.
- **Total ESI ID**_– This graph shows the trending of monthly ESI ID counts for the last 12 months for the selected DUNS.
- **Enrollments or Service Orders with Requested Date of:** – This section allows a user to view the status and the number of orders for a specified date within a prior 30-day window. Order details are based upon a midnight-to-midnight view and are colored coded by status to ease reading of the graph.
- **ESI ID Enrolled in Power Alert Service** – This section shows the percentage of ESI-IDs for the selected DUNS that are either **Enrolled** or **Not Enrolled** into CNP’s Power Alert Service (PAS).
- **CNP Important News** – This section will provide important CNP updates that are beneficial to Market Participants (i.e. – Current System Issues, Upcoming Maintenance reminders, etc.).
- **Users by Time of Day** – The section provides a visual heat map of user activity throughout the current day. This view will provide administrators an ability to see how many users are accessing CRIP at any point during the current day.

Historical Usage (LOA):

The Historical Usage (LOA) section is a feature of CRIP that allows a user to download Historical Usage. The ability for users to now request historical usage of up to 24 months is now available.

Historical Usage Request/ LOA

Authorization for the request of Historical Usage Information:2/21/2023

REQUESTER INFORMATION

Company Name: NRG (Mass)

Requester Name: Richard Beasley | Email: |

Requester Title: | Phone-Number: |

Requester Street Address: | City: | State: | Zip Code: |

CUSTOMER INFORMATION

Customer Name: | Date Of Customer Authorization: mm/dd/yyyy | Expiration Date: mm/dd/yyyy | Or Unlimited

Data Type: | Note: Interval Data may only be requested for IDR accounts

Number of Months: 24

ESIDs Requested: (Limit 500 per request) Separate ESIDs by a space, comma, semicolon, or carriage return

By checking this box requesting party affirms that they have authorization from the customer identified to obtain the Customer's historical usage information and holds the TOSP harmless for providing the historical data to requested party as identified on this form.

Submit

Report Download

This section allows users to access and download current usage and enrollment files. A user will click on the download icon to download a spreadsheet that has all 814 and 867 transactions for the selected date.

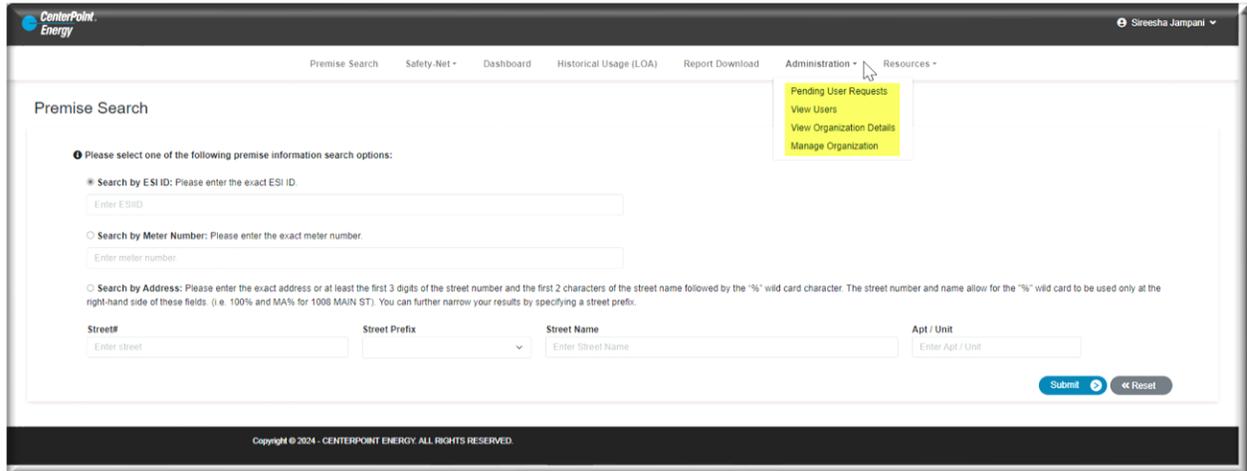
Report for ()

CRID	Picked Date/Time	Report Type	File Name	Download
11200	02/20/2023 04:12:34 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
15	02/20/2023 04:12:32 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
4	02/20/2023 04:12:31 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
95	02/20/2023 04:12:31 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
1000	02/20/2023 04:12:31 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
1000	02/20/2023 04:12:31 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
4	02/20/2023 04:12:29 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
1	02/20/2023 04:12:28 AM	814x867.xls	814s and 867s 2023-02-16 thru 2023-02-17.xls	
1300	02/17/2023 04:12:05 AM	814x867.xls	814s and 867s 2023-02-15 thru 2023-02-16.xls	
5	02/17/2023 04:12:02 AM	814x867.xls	814s and 867s 2023-02-15 thru 2023-02-16.xls	

Click to download report to spreadsheet.

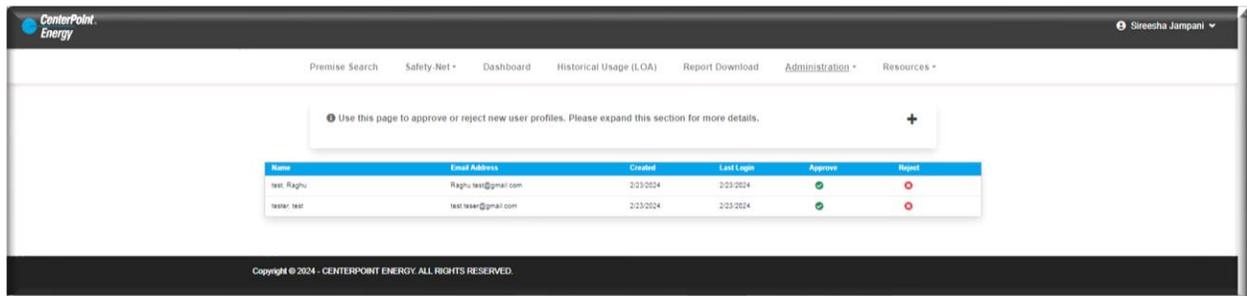
Administration:

The **Administration** header link allows administrators to respond to Pending User Requests, View Users View Organization Details, and Manage Organization Details.



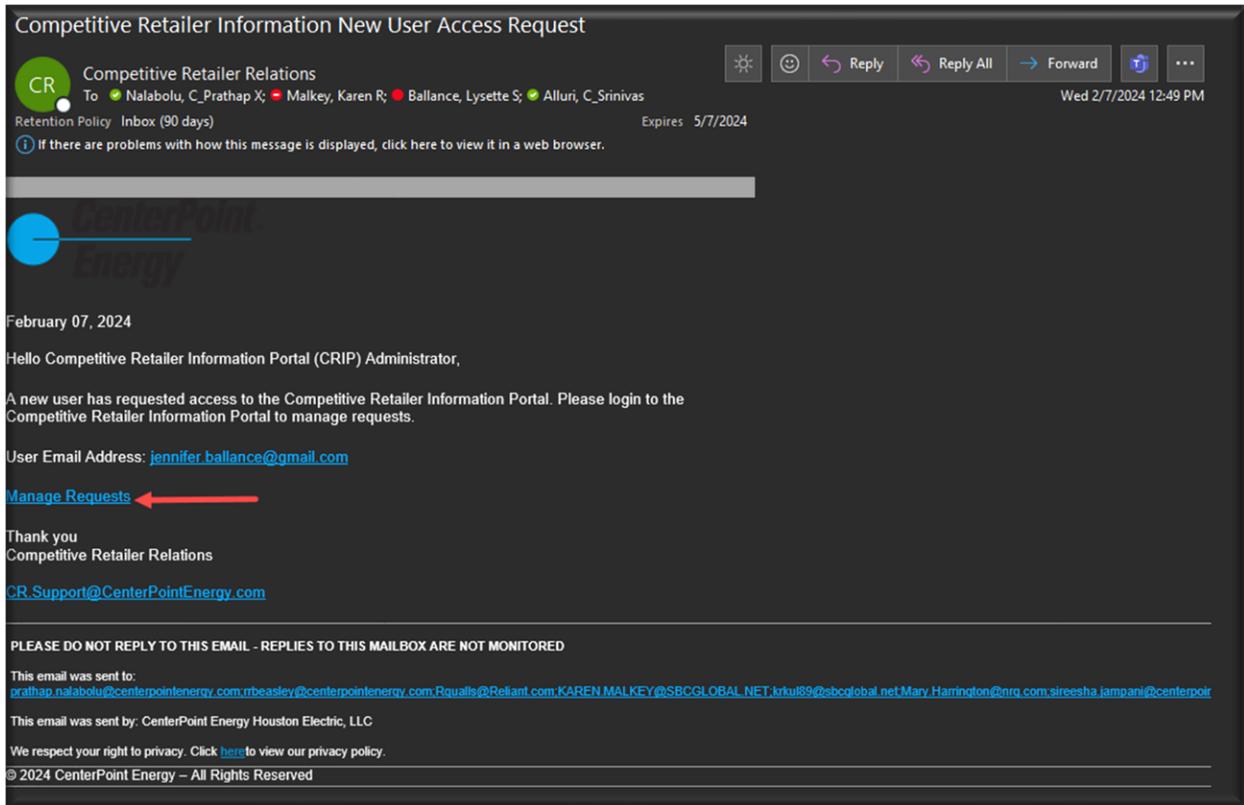
Pending User Request:

The Pending User Requests link provides the Administrator the means to approve or reject a new user request.

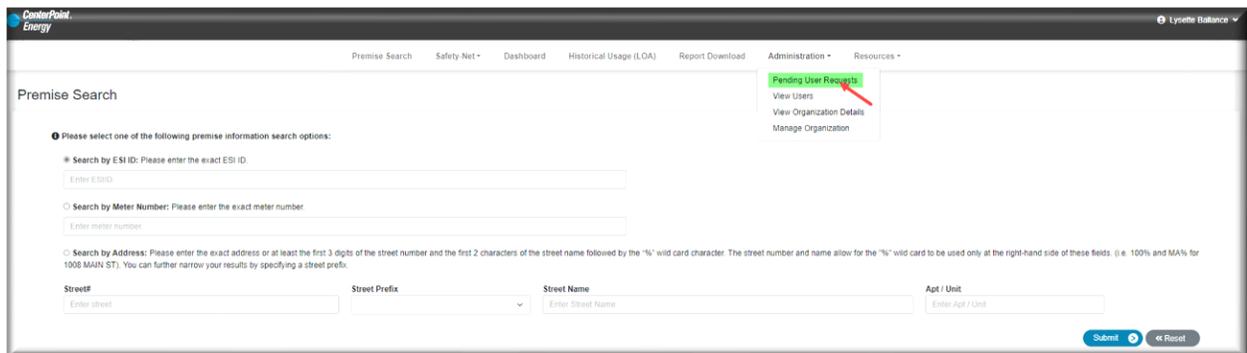


The user is responsible for creating their own profile in CRIP at the direction of the assigned Organization Administrator. Refer to the steps in the **Request Access** section of this guide. When a new request to add a user is submitted, the Administrator will receive an email notifying them of the request.

Pending User Request (cont.):

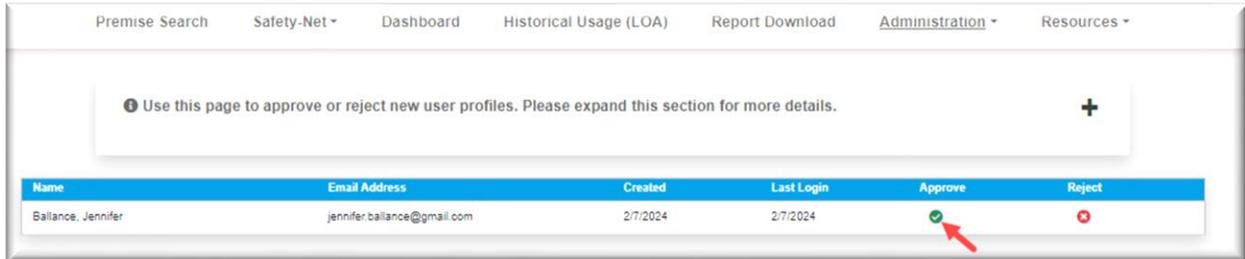


From the **Administration** header, select **“Pending User Requests”** from the drop down.

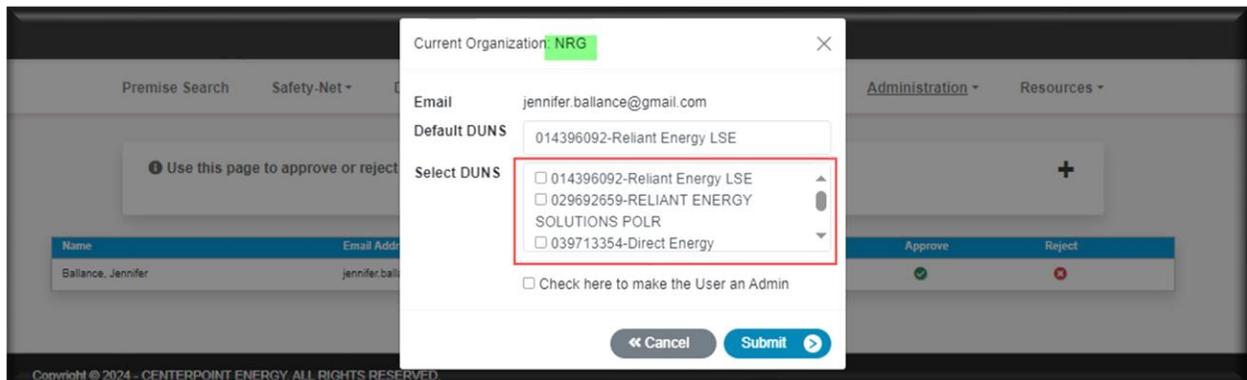


Pending User Requests (cont.):

From here the Administrator will have the option to Approve or Reject the user for the Organization.



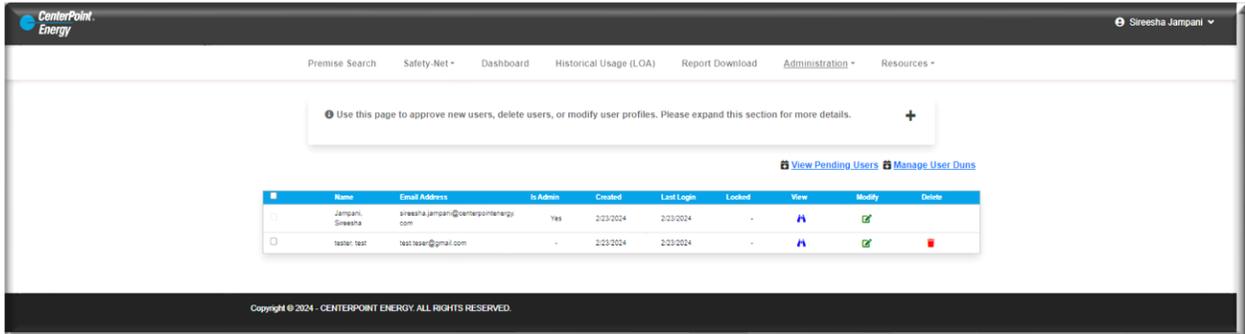
Next, the Administrator will be able to select the **Default DUNS** and all **DUNS** for which they want for that new user to have access. The Administrator will also have the option to select the check box to make the new user an Administrator.



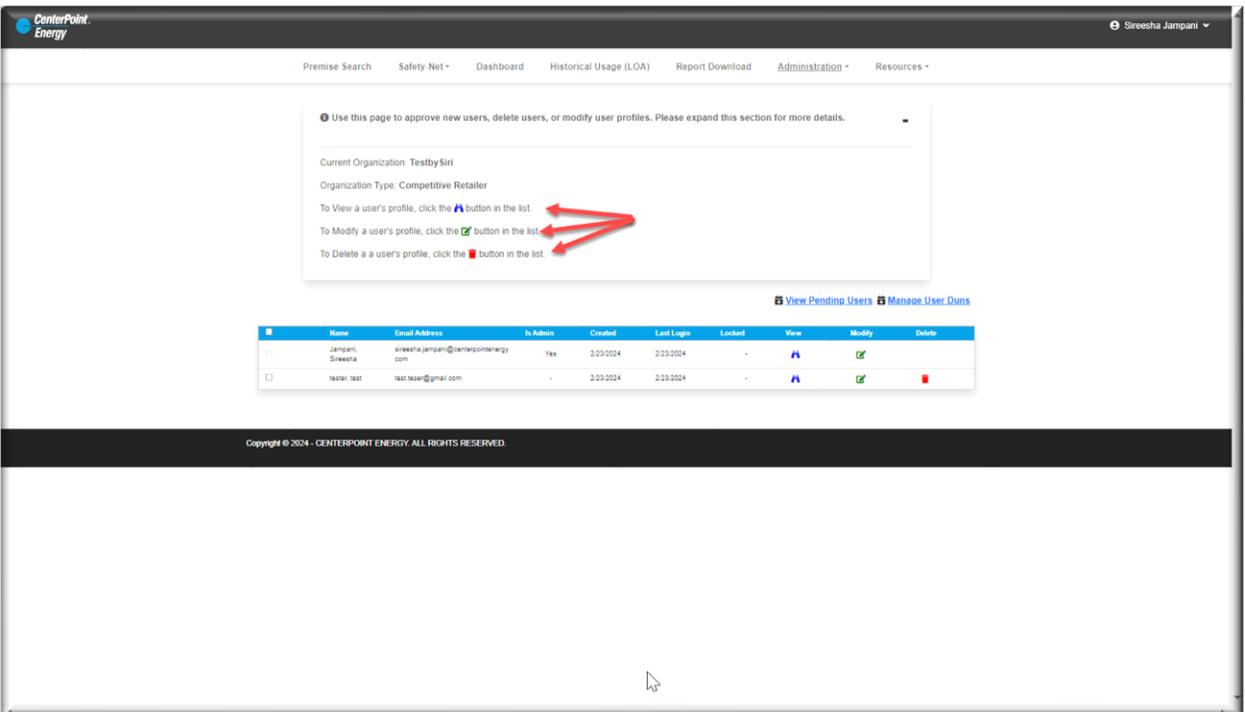
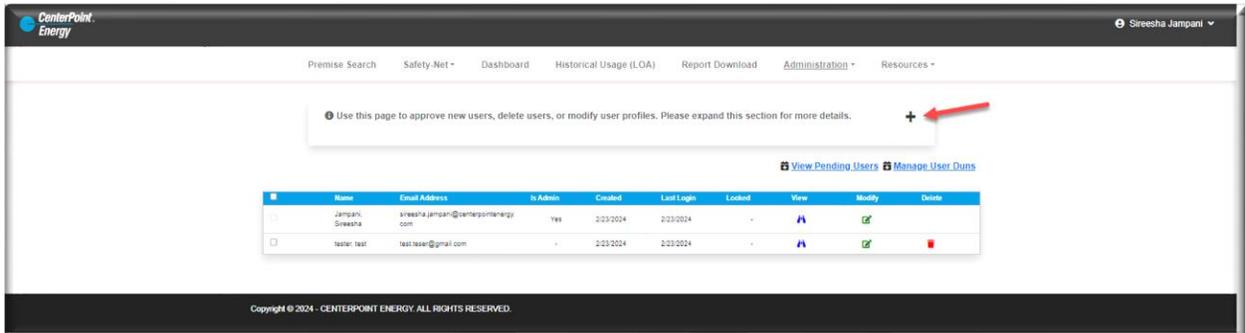
The **Default DUNS** can be selected for any user. This will typically be the DUNS that the user will use the most. If only one DUNS exist, then that DUNS will be the **Default DUNS**. In addition to selecting the **Default DUNS**, the administrator can select the DUNS that they want that user to have access to. Simply click on each DUNS that the user should have access to and click the **“Submit”** button to add the DUNS for that user.

View Users:

Administrators will use this page to delete users or modify user profiles.

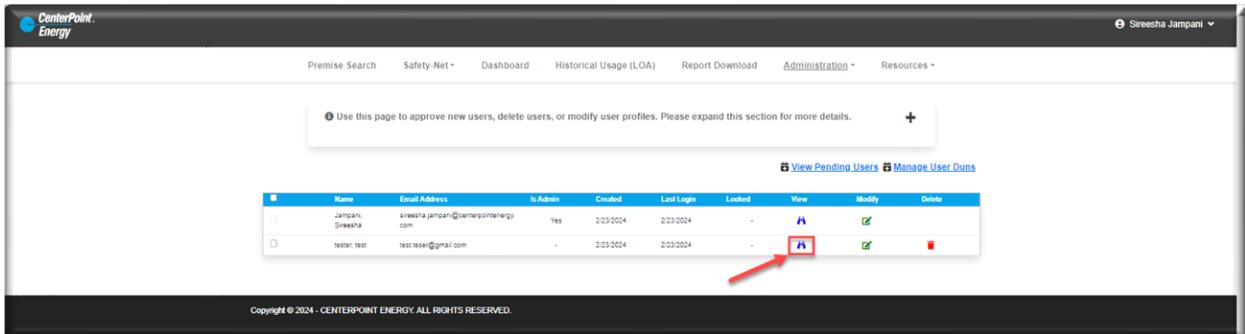


Click on the “plus” sign and receive details on the icons.

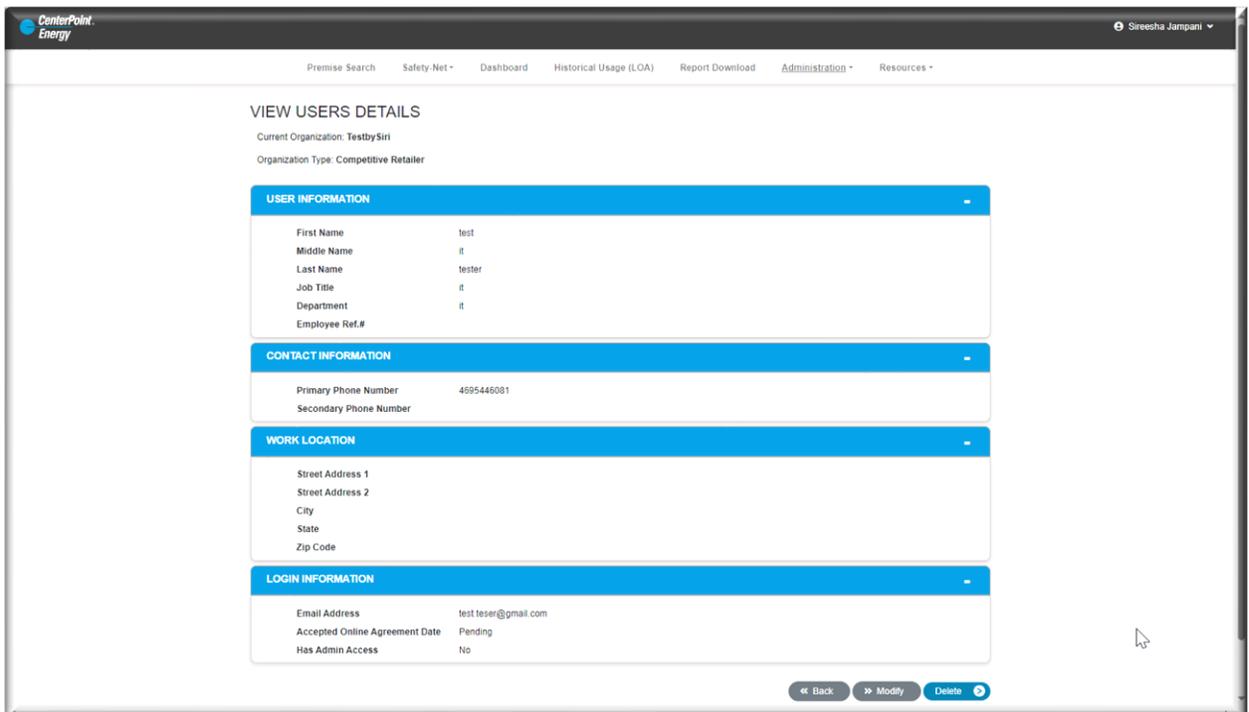


View Icon:

Clicking on the View icon will provide a view of the specific user.

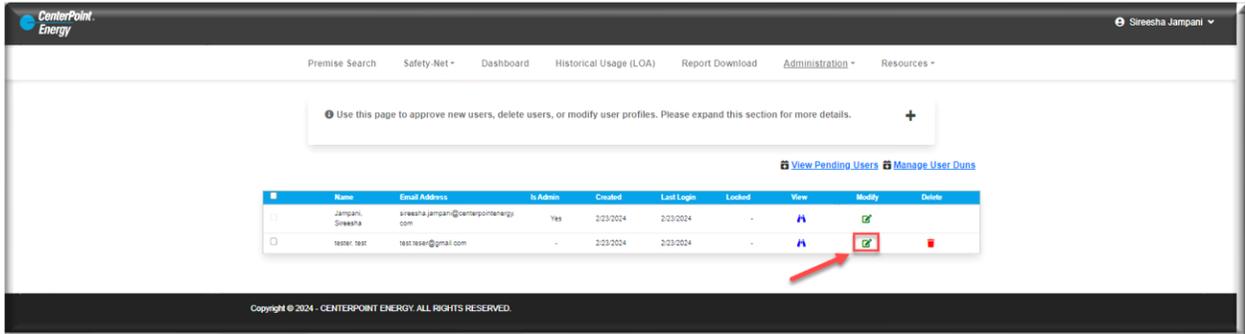


User details will appear as below.

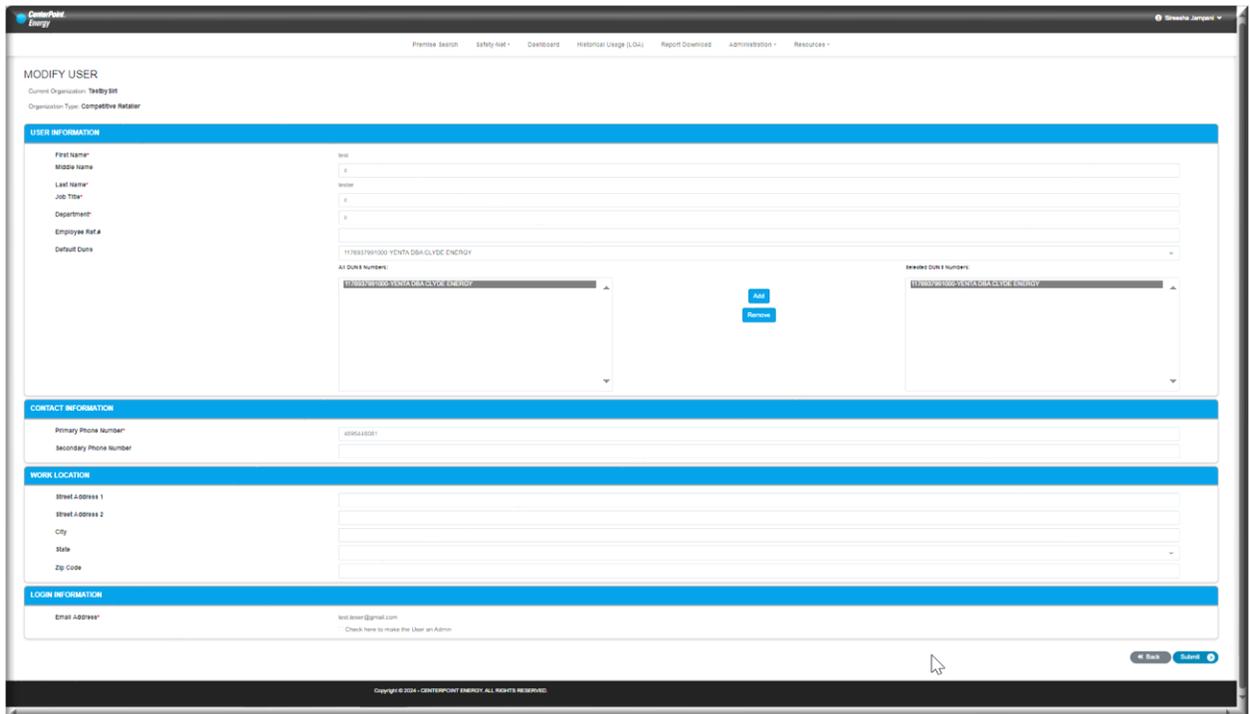


Modify Icon:

The Modify icon allows administrators to modify a user.



Clicking on this icon will bring the Administrator to the **Modify User** screen to make any changes as needed.



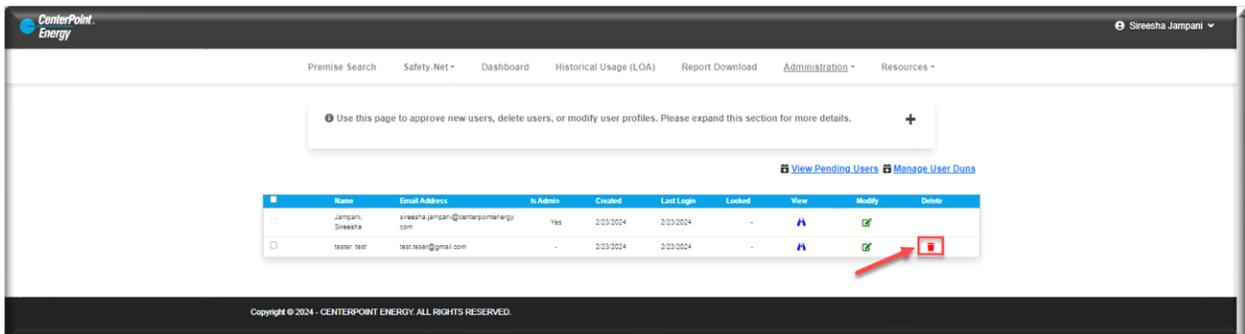
Modify Icon (cont.):

Once changes have been completed to the user click Submit to save. Confirmation will be given on the successful update.

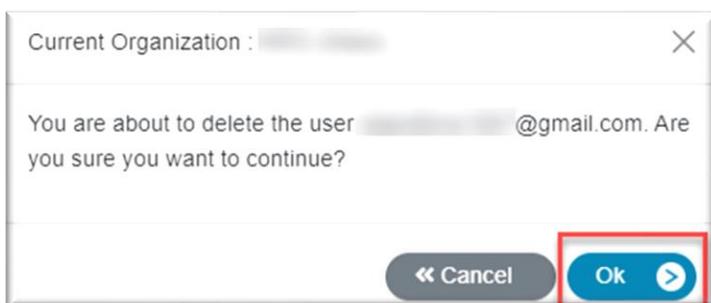


Delete Icon:

To delete a user, administrators will follow the steps below.

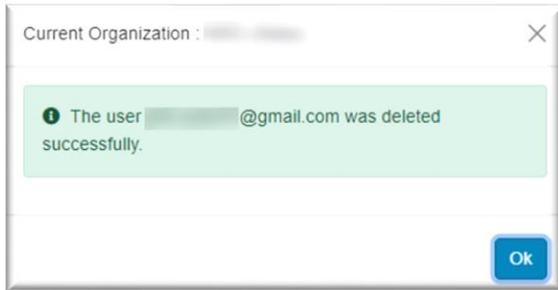


After selecting the Delete icon, the popup window below will appear. Click OK confirming that the administrator wants to delete user.



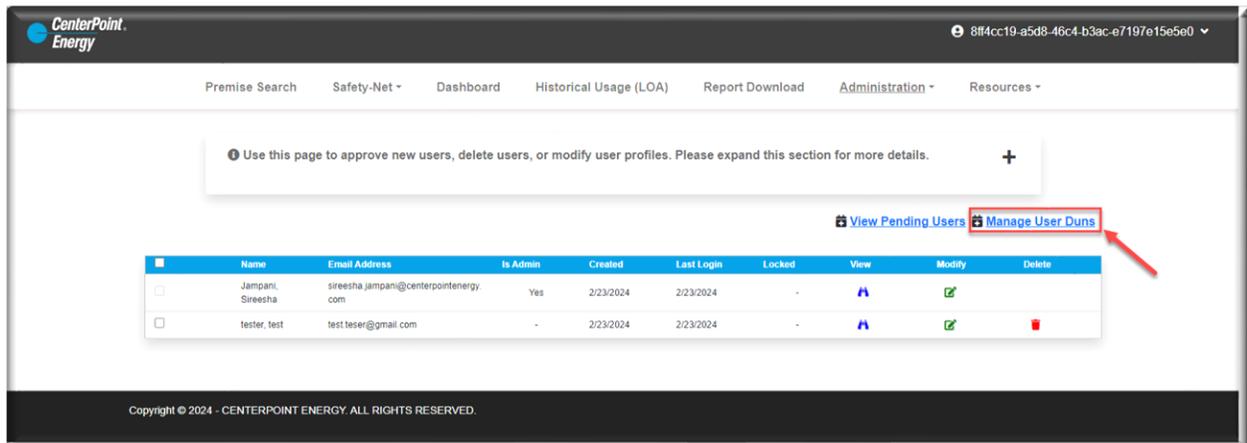
Once the user has been deleted, confirmation of this deletion will be given.

Delete Icon(cont.):



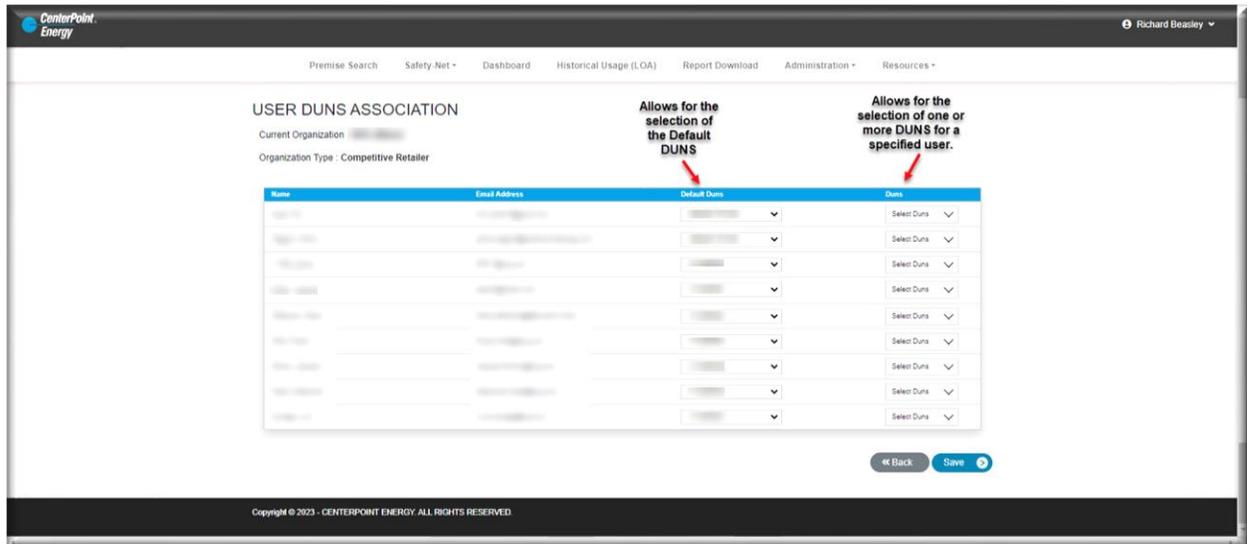
Manage User DUNS:

Manage User DUNS is an enhanced feature that allows administrators to manage the DUNS view for each user. The administrator can allow a user to see all DUNS, or the administrator select specific DUNS based on CR brand management. To manage user DUNS, click on the “Manage User DUNS” link as shown below.

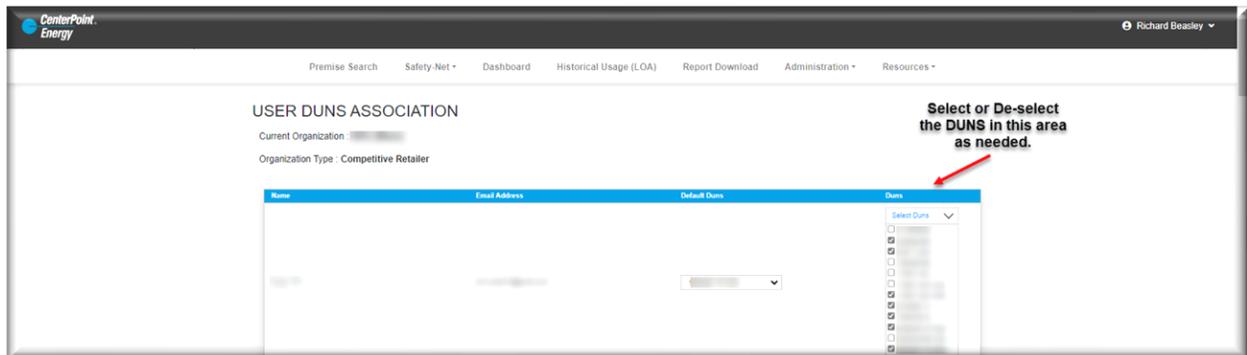


The administrator can select the Default DUNS and the DUNS that the administrator wants to allow for the selected user to access. The Default DUNS is typically the DUNS the user accesses the most and will be the DUNS users see when initially entering Dashboard.

Manage User DUNS (cont.):

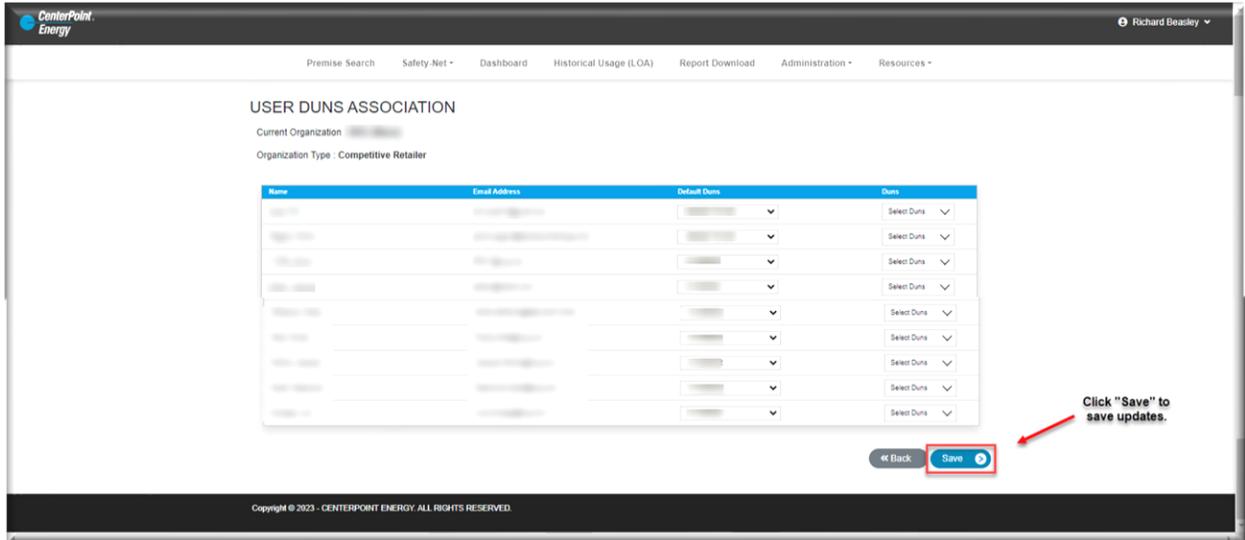


Under the DUNS column, click on the “Select DUNS” and all DUNS available for that organization will be listed. DUNS can be selected/deselected as need providing access only to the DUNS that user should have access to.



Manage User DUNS (cont.):

Click “Save” at the bottom of the page to save all updates.



CenterPoint Energy

Richard Beasley

Premise Search Safety-Net Dashboard Historical Usage (LOA) Report Download Administration Resources

USER DUNS ASSOCIATION

Current Organization: [Redacted]

Organization Type: Competitive Retailer

Name	Email Address	Default Duns	Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns
[Redacted]	[Redacted]	[Redacted]	Select Duns

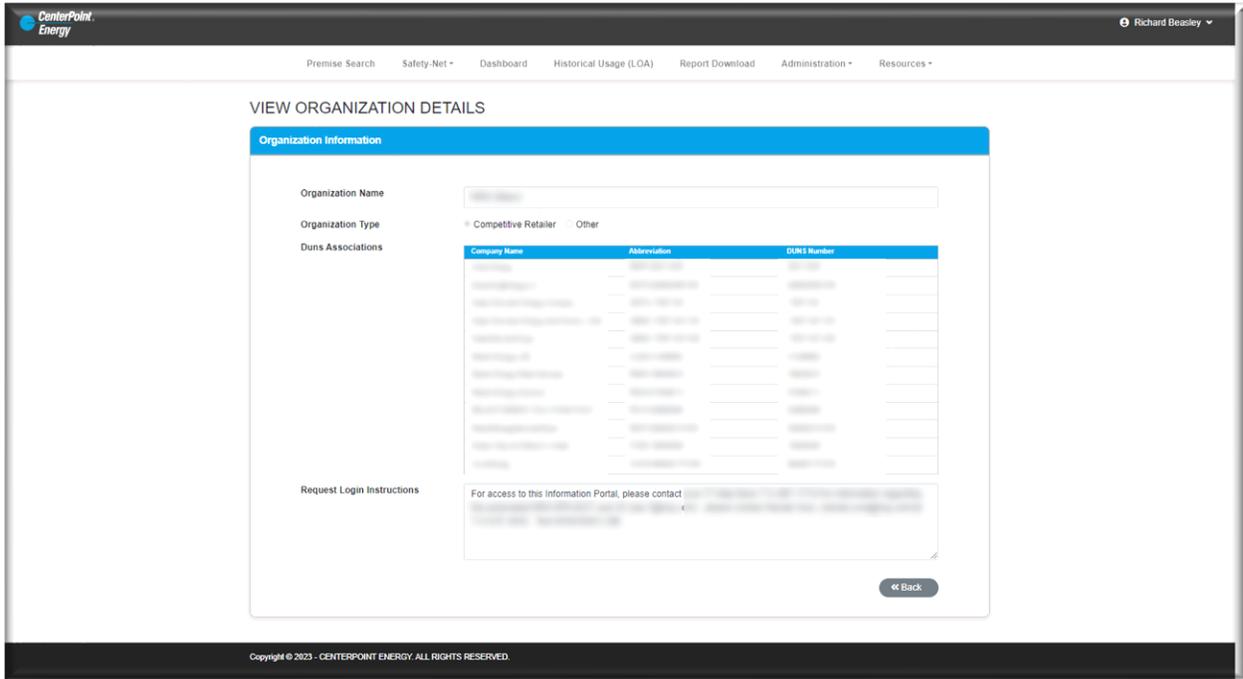
Back Save

Click "Save" to save updates.

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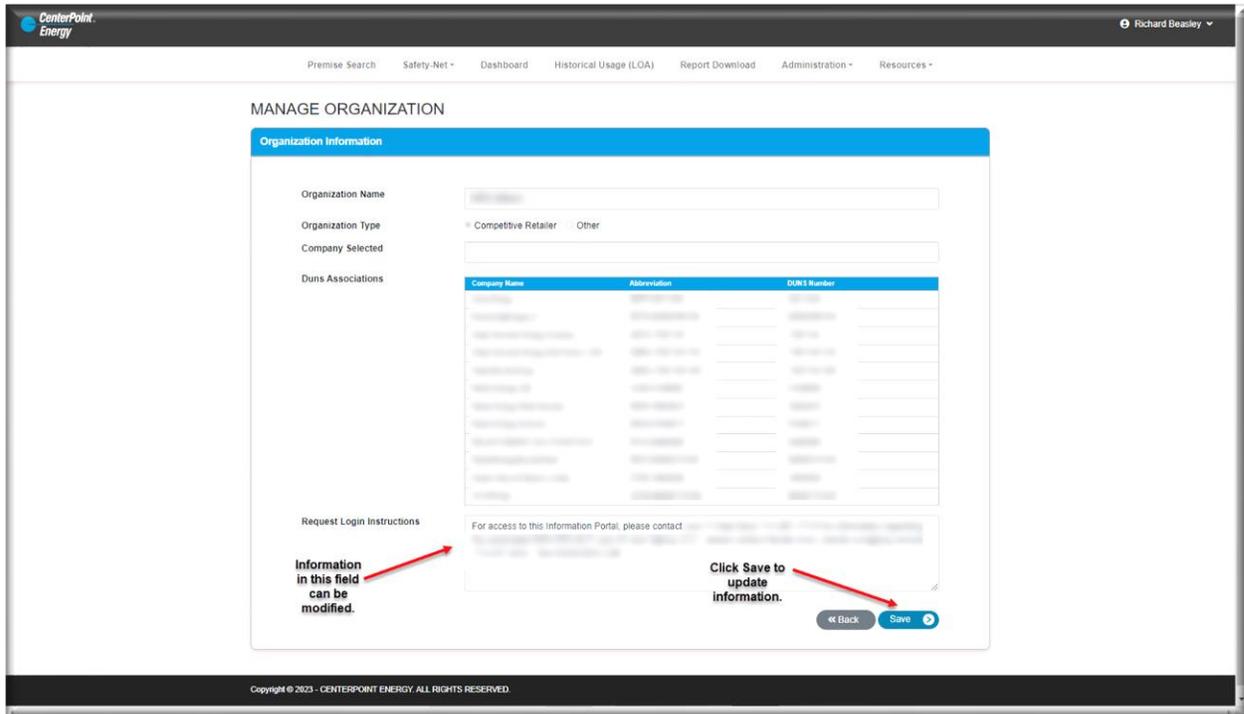
View Organization Details:

From the **Administration** link, click on **“View Organization Details”**. This view provides information on all DUNS associated with the organization and provides information on the point of contact to request access to view information related to the organization.



Manage Organization:

From the **Administration** header link, click on **“Manage Organization”**. This page allows the administrator to update/change information in the **“Request Login Instructions”** box.



Resources:

From the Resources link, the user will have access links to the CRIP User Guide and the most current Online Agreement completed by the user.