

**SUBJECT:** CNP-M-A082517-09 CNP Activates Emergency Operations Plan (EOP) for Hurricane Harvey

**NOTICE DATE:** September 2, 2017

**NOTICE TYPE:** Update

**DAYS AFFECTED:** August 25, 2017 forward until further notice

**SHORT DESCRIPTION:** CenterPoint Energy continues to operate under its Emergency Operations Plan (EOP) due to the effects of Hurricane Harvey.

**INTENDED AUDIENCE:** All Market Participants

**LONG DESCRIPTION:** CenterPoint Energy continues to operate under its Emergency Operations Plan (EOP) due to the effects of Hurricane Harvey. Information on restoration and operational information for market participants can be found in this notice and at:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

**\*\*THE FOLLOWING IS NEW INFORMATION SINCE OUR LAST NOTICE:\*\***

**CNP Accepting AMS MVIs and MVO for Sunday and Holiday**

Effective immediately, CNP will accept and process **Move-In** and **Move-Out** EDI transactions for AMS meters with date wanted of Sundays or Holidays in order to expedite the Move-In process following Hurricane Harvey. \*Please note: Sunday 9/3 will be subject to ERCOT's scheduled maintenance outage.\*

Sundays and Holidays will be treated as AMS Operational Days for purposes of these transactions.

Please note: Orders that fail AMS will **not** be routed to the field at this time, but will be completed unexecutable. CRs should resend the transactions each day until they complete.

**CNP Process for Destroyed Premises**

As part of the Hurricane Harvey restoration effort, CNP is working to identify premises that are destroyed. When a destroyed premise is identified, CNP will send a MarkeTrak to the CR, asking for a Move-Out transaction.

**THE FOLLOWING INFORMATION IS UNCHANGED FROM OUR LAST NOTICE:**

For Safety Tips for customers specific to post-storm home repairs, please see the safety tips documents that have been posted in English and Spanish to the following link:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

### **Process for Customers Needing Temporary Disconnections for Repair Purposes**

Customers who return to their homes and find that water has risen above the electrical outlets need to call an electrician to assess damage and verify the residence's electrical is safe to receive power. The electrician may need to either call CenterPoint Energy or direct the customer to call CenterPoint Energy at 713.207.2222. To ensure the electrician can safely perform their work, CenterPoint Energy may temporarily disconnect service at the weatherhead or transformer, or remove the meter.

#### **For Customers Who Call CenterPoint:**

If the customer or electrician call CenterPoint Energy for a lockband removal or temporary disconnect, they will need to call CenterPoint Energy when they are ready to have service reconnected.

#### **For Customer Who Call Their Competitive Retailer:**

CRs that are Option 1 for Service Orders and normally send 650 transactions for temporary disconnects may send a 650\_01 transaction for a MM002 (Lockband Removal) or DC002 (Temporary Disconnect for Clearance).

For Lockband Removals (MM002) please follow the normal process of sending the MM001 Lockband Install transaction at the same time the 650 MM002 is sent.

For Temporary Disconnects (DC002) please submit a 650 RC002 when the customer is ready to have service reconnected. Note that there may be permit requirements.

If you are not an Option 1 CR, please direct the customer to call CenterPoint Energy.

**Please Note:** This is a different process from the process for **REMOTE** disconnection for customers who want to be remotely disconnected due to standing or rising water still in the structure. For **remote** disconnections, please continue to follow the process that was distributed earlier and which can be found at the following link:

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

### **IDR Billing**

CNP last read and billed IDR meters on Friday, August 25. There was no IDR billing scheduled on Saturday 8/26, Sunday 8/27, or Monday 8/28.

CNP plans to attempt to resume IDR meter reading and billing on Thursday, 8/31. We will begin with accounts that were scheduled to bill on Tuesday, 8/29, and continue until we are caught up. At this time, we do not plan to estimate IDR bills. Rather, once we are able to read

the meter, we will bill the account with a reading from the scheduled read date. In other words, the account may be billed late, but it will include usage only up to the scheduled read date.

**New Web Page:** CNP has added a page to our website to post storm-related information for Competitive Retailers. We will add updated restoration and safety information to this page daily, and will add additional information regarding retail market operations as warranted. The page can be accessed at the following link.

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

**Process for Customers Requesting Remote Disconnections:** We have instituted a VOLUNTARY process for CRs to follow if customers call their CR and request to be disconnected remotely. We are asking that CRs use this process if and when the CR receives a call from a customer requesting their service be disconnected remotely due to flooding. **Please see the following link for this process (titled “Process for Customers Requesting Remote Disconnection”):**

<http://www.centerpointenergy.com/en-us/Services/Pages/Operational-Information-Harvey.aspx?sa=ho&au=bus>

If customers call CNP to request a remote disconnection, CNP will complete the request if able, and will send a 650\_04 DC001 transaction to the CR of record.

**Please note the following operational changes remain in effect during this EOP event:**

#### **Market Transactions:**

##### **Disconnect for Non-Pay**

- We will suspend the execution of ALL DNP transactions throughout the CenterPoint Energy Service Territory effective immediately.
- DNP orders that were previously submitted and are currently in our system will be voided / turned down with a Weather Advisory code of “**V001**” – Complete Un-executable on the specific “Date Wanted” that is within the Weather Moratorium window
- New “Same Day” DNP orders that are submitted during the existing Weather Moratorium will be rejected with a Weather Advisory code of “**WTM**” – Weather Advisory
- New DNP orders may be submitted for requested future “Date Wanted” dates and will be accepted by our system. However, these orders may be subsequently voided / turned down if the “Date Wanted” falls within a Weather Moratorium window.
- CNP will assess conditions throughout the weekend to determine when we can resume working DNP orders.

##### **Non-AMS Service Orders:**

- We will suspend the execution of all non-AMS transactions with the exception of Switches throughout the CenterPoint Energy Service Territory effective **5:00 PM on August 25, 2017** so that all field resources can be re-directed to restoration activities. Each day that the EOP event progresses, non-AMS orders which have been scheduled for that day (**except Switches**) will be turned-down as unexecutable and all new non-AMS transactions **except Switches** will be rejected due to Force Majeure. Non-AMS Switches will be completed using estimated meter reads during the EOP event.

**AMS Service Orders:**

- AMS MVI (Including Safety Nets), MVO, Switch, Reconnect, and Re-Read orders will be accepted and attempted during the EOP event. **However, if the orders (including Safety Nets) cannot be successfully executed via the AMS systems, they will be turned down to the market immediately rather than being re-routed to the field, with the exception of Switches which will be estimated if an actual reading cannot be obtained from our AMS system.** All other AMS transaction types will be rejected.
- For AMS orders that are turned down to the market, CRs should resubmit the orders daily until the order is completed. Each request should have the current date as the date wanted and the CR should only submit 1 new request per day.
- CNP will evaluate the AMS system performance and notify the market when AMS DNPs will be resumed once there is confidence that subsequent AMS reconnects will be able to be automatically processed by the AMS system.

**Billing/Usage transactions, 15-minute AMS interval data (LSE) files, and Smart Meter Texas (SMT) files:**

- Billing/Usage transactions, 15-minute AMS interval data (LSE) files, and Smart Meter Texas (SMT) files will continue to be generated assuming that CNP's systems are not affected. During the EOP event, CNP will attempt to generate LSE files for all AMS ESI IDs. If actual usage data is not available, the LSE intervals and register reads will be estimated. **In making estimates for both interval data and register reads, the system will take into account outage information, when available, and will estimate zero if the system indicates that the premise has lost power.** Delivery of LSE files may be delayed during the EOP event. CNP will attempt to obtain actual interval usage data and send replacement LSE files as data becomes available.

**Suspension of Service:**

- Any suspensions of service performed during the EOP event will be communicated to the REP of Record via the Suspension of Service 650\_04 transaction.

**SMT HAN and ODR Operations:**

- Home Area Network (HAN) and On Demand Read (ODR) communications via Smart Meter Texas (SMT) will continue assuming that CNP's systems are not affected. However, if CNP's systems are affected, this functionality could be unavailable for some users. If unavailable, users will be notified via a broadcast message on the SMT website. If requests are received during the time the systems are not available, these requests could either be rejected or time out at SMT. If rejected or timed out, these requests will have to be resubmit once the systems are back up and operating as normal

**ADDITIONAL INFORMATION:** CenterPoint Energy will provide updated information to the Market throughout the duration of the Hurricane Harvey Emergency Operations Plan event. Outage information will be made available via CenterPoint Energy's outage tracking system available on our website at [www.centerpointelectric.com](http://www.centerpointelectric.com)

Information will also be available via our Facebook and Twitter pages:

[www.facebook.com/centerpointenergy](http://www.facebook.com/centerpointenergy)

[www.twitter.com/cnpalerts](http://www.twitter.com/cnpalerts)

**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**  
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