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

**Transactional Procedures**

**During CNP’s Customer Information System (CIS)**

**Conversion Migration Timeframes**

|  |  |  |
| --- | --- | --- |
| **Transaction Type** | **Planned Outage Schedules**  ***For January 2020*** | **Market Facing Process Impacts** |
| **814\_01**  **Switch Request** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All TX SET Transactions received during migration timeframes **will be held** and processed after the migration is complete.   * TX SET Switch Transaction(s) received after 7:00 PM (19:00) on Friday Requesting Same Day Service will be scheduled for Monday. * Effective immediately, TX SET Switch Transactions requesting that Saturday date will be scheduled for Monday. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **814\_16**  **Move-In Request**  **(MVI)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All TX SET MVI Transactions received during migration timeframes **will be held** and processed after the migration is complete.   * TX SET MVI Transaction(s) received after 7:00 PM (19:00) on Friday requesting Same Day Service will be scheduled for Monday * Effective immediately, TX SET MVI Transactions requesting that Saturday date will be scheduled for Monday.   ***Note: Safety Net MVIs will be accepted for AMS Remote (AMSR) Metered Premises requesting Saturday’s MVI Date between 8:00 am and 3:00 pm on Saturday***. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **814\_24 Move-Out Request (MVOs)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All TX SET Transactions received during migration timeframes **will be held** and processed after the migration is complete.   * TX SET MVO Transaction(s) received after 7:00 PM (19:00) on Friday requesting Same Day Service will be scheduled for Monday. * Effective immediately, TX SET MVO Transactions requesting that Saturday date will be scheduled for Monday. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **650\_01**  **Disconnect**  **for Non-Pay**  **(DNP)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All 650\_01 Disconnect for Non-Payment (DNP) Transactions received during migration timeframes **will be held** and processed after the migration is complete. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **650\_01**  **Reconnects**  **for Non-Payment**  **(RNP)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All 650\_01 Reconnects for Non-Payment (RNP) Transactions received during migration timeframes **will be held** and processed after the migration is complete.  ***Note: Reconnect Spreadsheets will be accepted on Saturday and Sunday between 8:00 am and 3:00 pm.*** |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **650\_01**  **Switch Hold Add/Removal** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All 650\_01 Switch Hold Add/Removal Transactions received during migration timeframes **will be held** and processed after the migration is complete. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **650\_01**  **Temporary Disconnects and Reconnects** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All 650\_01 Temporary Disconnects and Reconnect After Temporary Disconnect Transaction(s) received during migration timeframes **will be held** and processed after the migration is complete.  ***Note: All Planned Temporary Disconnects and/or Reconnects following a Temporary Disconnect needed during these timeframes should be coordinated with the appropriate Service Consultant by the Customer and must be scheduled in advance.*** |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **820**  **Remittance**  **Advice** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All 820 Remittance Advice Transactions received during migration timeframes **will be held** and processed after the migration is complete. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **867\_04**  **Initial Meter Read**  **867\_03**  **Monthly or Final Usage**  **810\_02**  **TDSP Invoice** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | **All 867\_04 (Initial) Meter Reads for enrollments that complete on Friday will be generated and sent on Friday**.  **Friday’s 867\_03 (Monthly/Final) and 810\_02 (Invoice) will be generated on Sunday night** instead of its normal Saturday morning batch processing schedule.  **All Other 867\_03 (Monthly/Final) and 810\_02 (Invoice) will generate during Monday night billing.** |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **AMS Interval Data (LSE Files) transmitted to Smart Meter Texas** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | **There may be a short delay in the delivery of LSE files** (daily AMS data) to Smart Meter Texas (SMT) and ERCOT during these migration timeframes. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **CRIP**  **Letter of Authorization (LOA) for Historical Usage** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All Letter of Authorization (LOA) for Historical Usage Requests **will** be available during these migration timeframes. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **Competitive Retailer Information Portal**  **(CRIP)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | Competitive Retailer Information Portal (CRIP) **will** be available during these migration timeframes. |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |
| **Demand and Energy Information System (DEIS), UHIT, API(s) and MarkeTrak Systems** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | All of these systems **will** be available during the Releases 1 and 2 weekends |
| **Release 4**:  **Friday, Jan. 17th at 10:30 PM** through  **Monday, Jan. 20th at 7:00 AM** |