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**Transactional Procedures**

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

**Conversion Migration Timeframes**

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| --- | --- | --- |
| **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.   ***Note:***   * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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***. * ***\*Due to volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.   ***Note:***   * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.  ***Note:***   * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.*** * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.  ***Note:***   * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.*** * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.  ***Note:***  ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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.**  ***Note:***   * ***\*Due to Volume of 1.6 Million ESI IDs involved into Release 5 may require outage that is later than 7:00 AM on Monday, February 24, 2020.*** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th at 7:00 AM** |
| **AMS Interval Data (LSE Files) transmitted to Smart Meter Texas (SMT) and ERCOT**  **On Demand AMS Meter Reads via Smart Meter Texas (SMT)** | **Release 3**:  **Friday, Jan. 10th at 10:30 PM** through  **Monday, Jan. 13th at 7:00 AM** | * Daily AMS LSE Files delivery to ERCOT and Smart Meter Texas (SMT) **will not be delayed**   + **Daily AMS LSE Files will be processed and delivered to ERCOT and SMT on their normal schedule.** * On-Demand AMS Meter Reads via Smart Meter Texas (SMT) **will not be available.** |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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** | Letter of Authorization (LOA) for Historical Usage Requests **will be available** during these migration timeframes. |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th 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** | These systems **will be available** during these migration timeframes. |
| **Release 4**:  **Friday, Jan. 31st at 10:30 PM** through  **Monday, Feb. 3rd at 7:00 AM** |
| **Release 5**:  **Friday, Feb. 21st at 10:30 PM** through  **Monday, Feb. 24th at 7:00 AM\*** |
| **Release 6**:  **Friday, Mar. 6th at 10:30 PM** through  **Monday, Mar. 9th at 7:00 AM** |