

FAQ CIS Conversion Questions

If REPs were not part of the original testing, are they still able to access the test system?

CNP: Unfortunately, not. A project of this magnitude only allowed for one Market Test period.

Will these changes impact API connections?

CNP: Technical Go-Live will have impacts to API connections since ALL systems will be down and all other Release planned outage will not impact the API connections.

Is there a mapping of the rate description changes (showing the old and new descriptions)?

CNP: Previously implemented rate changes have been sent to the market via Market Notice(s). You can find a list of the Old/New Rate Description on the Competitive Retailer Relations web site under **CenterPoint Energy's Customer Information System Conversion Information**.

We are an EDI service provider that supports several CRs that do business with you. We understand that as per your upcoming CIS Conversion (Technical Go-Live is October 7, 2019), you will be testing end-to-end transaction processes with ERCOT, CRs, and EDI service providers in the mid-August timeframe.

CNP: Our testing trading partners were identified months ago. We apologize that we couldn't test with ALL market participants (MPs); however, our testing partners consist of 3CRs, ERCOT and 2Service Providers.

A system Conversion of this magnitude only allowed for a select few MPs to assist CNP. End-to-end testing began on August 19th and will continue until August 30th, 2019.

On your slide 6, you indicate that for a meter removal on an active account (energized) the 814_20 will show the value “NONE” for the meter number.

- Would you be sending a Meter Exchange to remove the old and add the “NONE”? My first thought was that you would send a meter removal transaction with “NONE” but that would not be helpful because you need to remove the existing meter.

CNP: Yes, CNP would send a Meter Exchange (814_20 MX) and showing “NONE” for the Meter Number. Please review the attached Meter Exchange examples:



**CNP Meter
Exchange (MX) to N**

- Can you please provide an example transaction and identify which 814_20 you intend? Also, if the premise is then energized with a new meter, would you do a meter exchange to remove “NONE” or would you do a Meter Addition?

CNP: We planned to provide the market with an example of a Meter Exchange (MX) where we provide “NONE” for the Meter Number, however, ESI ID is still active in CNP’s systems.

On your slide 13/14, you provide two completely different bills, so it is difficult to determine exactly how everything would be combined. I looked for an account of ours and attempted a before/after. It appears I can easily combine the charges, then apparently recalculate the rate. It does not appear that you use a rate * quantity, but rather, you appear to be back-filling the rate. I was okay except for the FFR001 charge line where there were two different prices.

Would you have two separate rows for the FFR001 charges when the price per unmetered service is different?

- See my blue below... I would need to know if you would change the rate or show two different rows... or maybe this type of unmetered service would not be combined?
- Is there any way you can take this particular account and test it through your new system to see what the output would be? If so, then you could redact the customer info and use that for an updated slide to show a good example of combining the unmetered services.
- Confirm that descriptions will be used consistently between transactions (814_04/05, 814_20, 810_02, etc.)

CNP: Unmetered examples were provided to the Market during the September 10, 2019 CNP CIS Conversion Workshop are in response to this submitter's questions. These same Unmetered examples are attached below:



**CNP Multiple
Unmetered Same ES**



**CNP Multiple
Unmetered Same ES**

Also, a correction to CNP's market communications concerning our August 2018 Rate Description changes was warranted based upon the information received from this submitter and after further investigations completed by CNP over the past week. Please see revised Rate Codes and Descriptions Word document dated 09_16_19.



**CNP's Rate
Descriptions Market**

Can you confirm that the loss factors are not changing during this conversion?

CNP: There are no 'loss factor – TDSP Loss Distribution' changes via this CIS Conversion Project for Mass Market premises.

We will continue to work with submitter to ensure we are correctly addressing their questions and any additional concerns they may have.

➤ **Please email any issues and/or concerns to:** CISConversionGroup@CenterpointEnergy.com