



Control Number: 48745



Item Number: 19

Addendum StartPage: 0

DOCKET NO. 48745

COMPLIANCE FILING OF ENTERGY §
TEXAS, INC. IN RESPONSE TO §
ORDERING PARAGRAPH 6 OF THE §
FINAL ORDER IN DOCKET NO. 47416 §

PUBLIC UTILITY COMMISSION

OF TEXAS

RECEIVED
NOV 30 PM 4:32
PUBLIC UTILITY COMMISSION
FILING CLERK

**RESPONSE OF ENTERGY TEXAS, INC.
TO STAFF SECOND REQUEST FOR INFORMATION:
STAFF 2: 7-8 ADDENDUM 1**

Entergy Texas, Inc. ("Entergy Texas" or "the Company") files its Response to Staff Second Request for Information. The response to such request is attached and is numbered as in the request. An additional copy is available for inspection at the Company's office in Austin, Texas.

Entergy Texas believes the foregoing response is correct and complete as of the time of the response, but the Company will supplement, correct or complete the response if it becomes aware that the response is no longer true and complete, and the circumstance is such that failure to amend the answer is in substance misleading. The parties may treat this response as if it were filed under oath.

Respectfully submitted,

Wajiha Rizvi

Wajiha Rizvi

Entergy Services, Inc.

919 Congress Avenue, Suite 701

Austin, Texas 78701

(512) 487-3962 telephone

(512) 487-3958 facsimile

Attachments: STAFF 2: 7-8 ADDENDUM 1

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Response of Entergy Texas, Inc. to Staff Second Request for Information has been sent by either hand delivery, email, facsimile, overnight delivery, or U.S. Mail to the party that initiated this request in this docket on this the 30th day of November 2018.

Wajiha Rizvi

Wajiha Rizvi

001

19

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
DOCKET NO. 48745

Response of: Entergy Texas, Inc.
to the Second Set of Data Requests
of Requesting Party: Commission Staff

Prepared By: Rodney W. Griffith
Sponsoring Witness: TBD
Beginning Sequence No. SS1
Ending Sequence No. SS5

Question No.: STAFF 2-7

Part No.:

Addendum: 1

Question:

Refer to the SMT 2.0 Business Requirements approved in the final order of Docket No. 47472.1 Please list and explain all similar requirements that ETI plans to implement in its CEP.

Response:

Information included in the response contains highly sensitive protected (“highly sensitive”) materials. Specifically, the responsive materials are protected pursuant to Texas Government Code Sections 552.101, 552.104 and/or 552.110. Highly sensitive materials will be provided pursuant to the terms of the Protective Order in this docket.

Please see the attached requirements for the CEP related to downloading and sharing meter data with third parties, including through Green Button Connect and Green Button Download.

Addendum 1:

The Company has de-classified the attachment to the original response to this request. Please see the attached.

Unique ID	Requirement	CEP Release (1, 2)
CEP5-202	GBC - CEP shall have the capability to provide API data authorization credentials to allow vendors to access CEP's APIs	Release 2
CEP5-203	GBC - CEP shall have the capability to notify vendors when they are rejected	Release 2
CEP5-204	GBC - CEP shall have the capability to customize the alert sent to new vendors when they are rejected	Release 2
CEP5-205	GBC - CEP shall have the capability to automatically update vendors list when vendors are approved	Release 2
CEP5-206	GBC - CEP shall have the capability to automatically update vendors list when vendors are rejected	Release 2
CEP5-207	GBC - CEP shall have the capability to automatically update vendors list when vendors are removed	Release 2
CEP5-208	GBC - CEP shall have the capability to allow customization of the notification to vendors when they are approved	Release 2
CEP5-209	GBC - CEP shall have the capability to notify vendors they complete registration	Release 2
CEP5-210	GBC - CEP shall have the capability to customize the alert sent to new vendors when they have completed registration	Release 2
CEP5-211	GBC - CEP shall have the capability to notify vendors they are approved	Release 2
CEP5-212	GBC - CEP shall have the capability to notify vendors when a customer signs up for their services	Release 2
CEP5-213	GBC - CEP shall have the capability to customize the alert sent to new vendors when vendors sign up for their services	Release 2
CEP5-214	GBC - CEP shall have the capability to customize the alert sent to new vendors when they have been approved by an admin user	Release 2

CEP5-215	GBC - CEP shall have the capability for utility admin user to view the list pending vendors	Release 2
CEP5-216	GBC - CEP shall have the capability for utility admin users to view the list approved vendors	Release 2
CEP5-217	GBC - CEP shall have the capability for utility admin users to view the list rejected vendors	Release 2
CEP5-218	GBC - CEP shall have the capability for utility admin users to approve vendors, which grants them access to the vendor portal	Release 2
CEP5-219	GBC - CEP shall have the capability for utility admin user to reject vendors and deny them access to the vendor portal	Release 2
CEP5-220	GBC - CEP shall have the capability to send daily alerts to the approver when new vendor applications submitted	Release 2
CEP5-221	GBC - CEP shall have the capability to deliver GBC functionalities by Opco (e.g. allow for Opco to deliver solution and another to not deliver GBC)	Release 2
CEP5-222	GBC - CEP shall have the capability to retain user authorization record for a pre-determined length	Release 2
CEP5-223	GBC - CEP shall have have the capability to notify affected customers when a vendor is rejected	Release 2
CEP5-224	GBC - CEP shall have the capability to report GBC customer enrollment stats by Opco (e.g allow for Opco to deliver solution and another to not deliver GBC)	Release 2
CEP5-225	GBC - CEP shall have the capability to route customers to Green Button Connect through the menu	Release 2
CEP5-226	GBC - CEP shall have the capability to route customers to Green Button Connect through the dashboard widget	Release 2
CEP5-227	GBC - CEP shall have the capability to route customers to Green Button Connect through the contractors marketplace	Release 2
CEP5-228	GBC - CEP shall have the capability to prompt users to complete specific authorization forms at different stages of the GBC experience	Release 2
CEP5-229	GBC - CEP shall have the capability to prompt customers to complete specific authorization forms	Release 2
CEP5-230	GBC - CEP shall have the capability to accommodate for customization in the user registration form	Release 2

CEP5-231	GBC - CEP shall have the capability to allow users to revoke vendor access at any time	Release 2
CEP5-232	GBC - CEP shall have the capability to allow users to add vendor access	Release 2
CEP5-233	GBC - CEP shall have the capability to allow users to view their vendor permissions and authorizations	Release 2
CEP5-234	GBC - CEP shall have the capability to allow custom terms and conditions provided by the utility	Release 2
CEP5-235	GBC - Customers shall have the capability to edit user authorization record for a pre-determined length	Release 2
CEP5-236	GBC - CEP shall have the capability to email vendors when a requested batch file is ready to be download	Release 2
CEP5-237	GBC - CEP shall have the capability to provide meter consumption data	Release 2
CEP5-238	GBC - CEP shall have the capability to provide billing data	Release 2
CEP5-239	GBC - CEP shall have the capability to provide account data (NOT PII)	Release 2
CEP5-241	GBC - CEP shall have the capability to present Entergy specific authorization forms	Release 2
CEP5-242	GBC - CEP shall have the capability to customize Entergy specific authorization forms, given retention period provided by Entergy	Release 2
CEP5-243	GBC - CEP shall have the capability to prompt vendors to complete specific authorization forms	Release 2
CEP5-244	GBC - CEP shall have the capability to accommodate for customization in the vendor registration form	Release 2
CEP5-245	GBC - CEP shall have the capability to automatically send an alert to new vendors when they have been approved by an admin user	Release 2
CEP5-246	GBC - CEP shall have the capability for vendors to download interval information for a single customer in XML	Release 2
CEP5-247	CEP shall have the capability for vendors to download interval information for a single customer in CSV	Release 2
CEP5-248	GBC - CEP shall have the capability for vendors to download interval information for all customers in XML	Release 2
CEP5-249	CEP shall have the capability for vendors to download interval information for all customers in CSV	Release 2

CEP5-250	GBC - CEP shall have the capability to pre-screen vendor access to a list of user authorized vendors	Release 2
CEP5-338	CEP shall have the capability for a customer to download their usage data to a Green Button file format in compliance with the "Download My Data (GB DMD)" standard	Release 1
CEP5-339	CEP shall have the capability for a customer to download their usage data for CSV	Release 1
CEP5-341	CEP shall have the capability to extract usage using 'Green Button'	Release 1
CEP5-343	CEP shall have the capability to allow data download upon user have meet authentication requirement	Release 1
CEP5-344	CEP shall have the capability to download most recent 2 years of interval data	Release 1
CEP5-345	CEP shall have the capability to select a data download date range	Release 1
CEP5-346	CEP shall have the capability to default download file to CSV format	Release 1
CEP5-347	CEP shall have the capability to export download files to user's local location	Release 1
CEP5-348	CEP shall have the capability to export usage data at hourly level	Release 1
CEP5-349	CEP shall have the capability to export usage data without the need to summarize it	Release 1
CEP5-350	CEP shall have the capability to export billing data available and as required by Green Button standards	Release 1
CEP5-353	CEP shall have the capability to default download file to XML format	Release 1
CEP3-157	The system shall comply with Green Button standards	Release 1

ENTERGY TEXAS, INC.
PUBLIC UTILITY COMMISSION OF TEXAS
DOCKET NO. 48745

Response of: Entergy Texas, Inc.
to the Second Set of Data Requests
of Requesting Party: Commission Staff

Prepared By: Rodney W. Griffith
Sponsoring Witness: TBD
Beginning Sequence No. SS6
Ending Sequence No. SS9

Question No.: STAFF 2-8

Part No.:

Addendum: 1

Question:

Please list and explain all requirements that ETI plans for its CEP in addition to those listed in the company's response to STAFF 2-6 and not listed in ETI's Attachment A to its compliance filing.

Response:

Information included in the response contains highly sensitive protected ("highly sensitive") materials. Specifically, the responsive materials are protected pursuant to Texas Government Code Sections 552.101, 552.104 and/or 552.110. Highly sensitive materials will be provided pursuant to the terms of the Protective Order in this docket.

Upon clarification from Staff, ETI understands that the RFI referred to in Question 2-8 should be 2-7 and not 2-6. Attachment A to ETI's compliance filing included the list of all planned functionalities for ETI's CEP. Please see the attached file for a list of non-functional requirements for the CEP.

Addendum 1:

The Company has de-classified the attachment to the original response to this request. Please see the attached.

Unique ID	Requirement	CEP Release (1, 2)
INF-001	CEP will be mobile Web enabled (responsive design).	Release 1
INF-002	Responsive mobile is required for R1 (No mobile apps in R1).	Release 1
INF-003	CEP Res SaaS supports cloud based deployment only	Release 1
INF-004	CEP shall have the capability to provide cloud based solution	Release 1
INF-005	License model is SaaS (Software as a service). This model is the same for both web and mobile.	Release 1
INF-006	No additional license is required beyond SaaS	Release 1
INF-007	SaaS is part of AWS with multi-location disaster recovery locations	Release 1
INF-008	CEP RES/SC solution is cloud-based.	Release 1
INF-009	Solution will support multiple environments (e.g. Development, Test, QA, Integration, UAT, Disaster Recovery and Production)	Release 1
INF-010	Solution shall support automated failover to backup hosting facilities such that no single point of failure will result in data loss or the ability of the solution to perform its required functions	Release 1
INF-011	Solution shall support recovery from failure within 4 hours or less	Release 1
INF-013	Solution shall support incremental resource allocation to grow with user load	Release 1
SEC001	CEP shall have the capability to support a "view-as" function of other users by call center agents	Release 1
SEC002	CEP shall have the capability to enforce password policy and/or complexity such as minimum length, numbers and alphabet requirements, upper and lower case constraint, expiration, and session timeout	Release 1
SEC003	CEP shall have the capability to ensure password transmission and storage to be encrypted and unviewable even to the system administrators	Release 1
SEC004	CEP shall have the capability to automatically log a user off the application after a predefined period of inactivity	Release 1
SEC005	CEP shall have the capability to ensure cloud-based deployments to follow security programs and compliance standards	Release 1
SEC006	CEP shall have the capability to ensure for cloud-based deployments, All PII (Personally Identifiable Information) data is encrypted during transmission and at rest	Release 1
SEC007	CEP shall have the capability to ensure compliance with SOC standards	Release 1
SEC008	CEP shall have the capability to ensure a logical separation of customer data in the data base table structures.	Release 1
SEC009	CEP shall have the capability to ensure to store Entergy's data or technology within United States	Release 1
AUD001	CEP shall have the capability to provide log tracking for logons, logoffs, unsuccessful attempts	Release 1
AUD002	CEP shall have the capability to export audit log data from the application for further processing	Release 1

AUD003	CEP shall have the capability to ensure the database can only be accessed via a private secured vpn and is password protected with only administrator access.	Release 1
AUD004	CEP shall have the capability to continue normal operations even when security audit capability is non-functional	Release 1
APP001	CEP shall have the capability to conduct security assessment by a quarterly meeting of internal CST (Confidentiality Security Team) to discuss security issues, to review concerns that arose during the quarter, and to identify areas that should be addressed during annual training and review/update security policies as necessary.	Release 1
APP002	CEP shall have the capability to notify client immediately upon discovery of a possible breach or before the end of one's shift if other duties interfere, however, in no case should notification occur later than twenty-four (24) hours after discovery. For additional details, please refer to the "Breach Notification Procedures" section of the "Information Security Policy" document.	Release 1
APP003	CEP shall have the capability to define typical time frames between vulnerability identification (Once identified, notification should occur immediately upon discovery of a possible breach or before the end of one's shift if other duties interfere, however, in no case should notification occur later than twenty-four (24) hours after discovery) , client notification, and patch release.	Release 1
APP004	CEP shall have the capability to ensure Port 443 is open for serving the application, and Port 22 is open for SSH into public facing web servers only.	Release 1
RTM001	CEP shall have the capability to support test management tools such as Atlassian JIRA	Release 1
RTM002	CEP shall have the capability to conduct security assessments by a quarterly meeting of internal CST (Confidentiality Security Team) to discuss security issues, to review concerns that arose during the quarter, and to identify areas that should be addressed	Release 1
RTM003	CEP shall have the capability to communicate the frequency of the release in a release schedule	Release 1
RTM004	CEP shall have the capability to delay version updates for a provider-allowed period of time	Release 1
RTM005	CEP shall have the capability to support development, test and staging environments to perform regression testing prior to any product releases. Entergy will have access to test and staging environments to review the software prior to release.	Release 1
RTM006	CEP shall have the capability to provide new features according to the defined release schedule	Release 1
RTM007	CEP shall have the capability to provide issue problem and resolution bulletins via Atlassian JIRA	Release 1
RTM008	CEP shall have the capability to maintain regression testing scripts to ensure application feature compatibility with upgrades	Release 1
RTM009	CEP shall have the capability to support Entergy-specific features that are not delivered out-of-the-box	Release 1

RTM010	CEP shall have the capability to maintain single code base	Release 1
RTM011	CEP shall have the capability to utilize Apache Subversion for version control	Release 1
PSO001	CEP shall have the capability to encrypt all data at rest both in the database or in flat files and not putting PII on removable media	Release 1
PSO002	CEP shall have the capability to utilize TLS 1.2 for secure connection	Release 1
PSO003	CEP shall have the capability to use Real-time communications by utilized cached data. (The timeliness of data used by external API's required is dependent upon those API vendors)	Release 1
PSO004	CEP shall have the capability to ensure latency between interfaces to be in a reasonable time frame	Release 1
PSO005	CEP shall have the capability to initially support up to 750,000 visits per month with the ability to scale up to 1.4M	Release 1
PSO006	CEP shall have the capability to cache data and utilize high performance AWS servers that automatically scale with traffic.	Release 1
PSO007	CEP shall have the capability to maintain/operate the system fully 100% of the time.	Release 1
PSO008	CEP shall have the capability to provide visibility to Entergy to the health, performance, and security of the system	Release 1