



Filing Receipt

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PROJECT NO. 53957

MONTHLY REPORTS FOR METRICS	§	
RELATED TO ENTERGY TEXAS,	§	
INC.'S WEB-BASED CUSTOMER	§	
INTERFACE AS REQUIRED IN	§	PUBLIC UTILITY COMMISSION
DOCKET NO. 48745 (COMPLIANCE	§	
FILING OF ENTERGY TEXAS, INC.	§	OF TEXAS
RELATING TO PARTICIPATION IN	§	
SMART METER TEXAS AND	§	
CHANGES TO ITS ADVANCED	§	
METERING SYSTEM)	§	

COMPLIANCE REPORT

TO THE HONORABLE PUBLIC UTILITY COMMISSION OF TEXAS:

Entergy Texas, Inc. ("ETI") files this compliance report as required by the Public Utility Commission of Texas ("Commission") in Docket No. 48745 and respectfully shows the following:

I. DESIGNATED REPRESENTATIVES

For purposes of this filing, ETI's designated representative is:

Rich Lain
Manager, Regulatory Affairs
Entergy Texas, Inc.
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II. BACKGROUND AND REASON FOR FILING

On September 15, 2022, the Commission issued its order concluding Docket No. 48745. Ordering Paragraph 6 provides that: Entergy Texas must comply with the reporting requirements listed in attachment 2 to exhibit 1 to the parties' agreement. The reports must be filed in Project No. 53957, *Monthly Reports for Metrics Related to Entergy Texas's Web-Based Customer*

Interface As Required in Docket No. 48745 (Compliance Filing of Entergy Texas, Inc. Relating to Participation in Smart Meter Texas and Changes to Its Advanced Metering System).

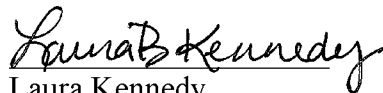
This compliance report covers the period ending September 30, 2022.

III. REPORT

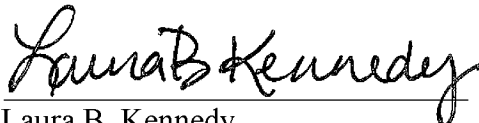
See attached Excel file, which is in the form of attachment 2 to exhibit 1 to the parties' settlement agreement in Docket No. 48745. Note that the current version of the third-party data access platform was not activated until October 13, 2022, consistent with Ordering Paragraph 2 of the Docket No. 48745 order. Accordingly, this initial web portal metrics report does not have any data for the third-party data access platform since the report covers the period ending September 30, 2022.

Dated: October 14, 2022

Respectfully submitted,



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ATTORNEYS FOR ENTERGY TEXAS, INC.

Category	Reporting Period	Description of Metrics	Jan	Feb	March	April	May	June	July	Aug	Sep 2022	Oct
Usage Statistics	Monthly	Total number of SNOW Tickets from Help Desk regarding Green Button Connect (GBC) issues based on priority 1*									0	
Usage Statistics	Monthly	Total number of SNOW Tickets from Help Desk regarding GBC issues based on priority 2*									0	
Usage Statistics	Monthly	Total number of SNOW Tickets from Help Desk regarding GBC issues based on priority 3*									0	
Usage Statistics	Monthly	Total Number of unique users accessing Customer Engagement Portal (CEP)									43,837	
Usage Statistics	Monthly	Total Number of unique users accessing the interval data /cost page									27,050	
Usage Statistics	Monthly	Total number of On Demand Read (ODR) requests									1395	
Usage Statistics	Monthly	Number of messages sent to user based on preferences***									32	
Usage Statistics	Monthly	Total number of Customer ODR requests									1395	
Usage Statistics	Monthly	Total number of Third-party Energy Service Provider (ESP) ODR requests									0	
Usage Statistics	Monthly	Total number of New Customer signups for GBC									0	
Usage Statistics	Monthly	Total number of New ESP signups for GBC									0	
Usage Statistics	Monthly	Total number of file transfers attempted for GBC									0	
	Monthly	Total number of file transfer failures**									0	
Usage Statistics	Monthly	Total number of customers that used Green Button Download									45	
Usage Statistics	Monthly	Total number of ESPs that used Green Button Download									0	
Performance Objectives	Monthly	Average SNOW ticket resolution time based on priority 1									0	
Performance Objectives	Monthly	Average SNOW ticket resolution time based on priority 2									0	
Performance Objectives	Monthly	Average SNOW ticket resolution time based on priority 3									0	
Performance Objectives	Monthly	Total up time for CEP/GBC site - <i>based on Amazon Cloud up time, which includes site access and interfaces external to CEP</i>									99%	
Performance Objectives	Monthly	Total number of ODR requests delivered (% success)									686	
Performance Objectives	Monthly	Customer ODR requests delivered (% success)									686	
Performance Objectives	Monthly	ESP ODR requests delivered (% success)									0	
Performance Objectives	Monthly	File transfers completed for GBC (% success) - <i>Includes historical and the next block of data being sent</i>									0	

*Priority 1: Until the issue is resolved, will work on priority 1 around the clock (24x7)) and as a priority over any other system activity other than dealing with other existing priority 1 issues;

Priority 2: Will Resolve within 5 business days;

Priority 3: Will Resolve within the subsequent development and release Agile sprint cycle.

**File transfers occur upon the customer's authorization except for instances of failures due to vendor unavailability.

*** note that the number is based on the prior month because metric is reported on a one-month lag.

The following files are not convertible:

48745 - ETI AMI Data Access Protocols
Attachment 2 - Reporting Metrics for Sep v2.xlsx

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.