

- Click the "Save and Continue" button.

- You will be redirected to the following tab "Owner/Authorized Signature". Repeat the process until the last tab, providing all required information. Tabs are going to be marked as completed when all required information is populated.

Application Type ✓ **Contacts** Project Details

Note: Please provide all the required information in each tab to save the project. Once the information has been spread, the Complete Phase button will be enabled, which may take a few minutes.

Applicant **Owner/Authorized Signature** Other Contacts

Owner/Authorized Signature

Legal Name of Company *	Name of Authorized Signatory
<input type="text"/>	<input type="text"/>
Email *	Email Confirmation *
<input type="text"/>	<input type="text"/>
Phone Number *	Type of Phone Number *
Provide a telephone number	<input type="text"/>

Owner's Company Address

Business Mailing Address *	Street 2
<input type="text"/>	<input type="text"/>

Owner's Company Address

Business Mailing Address *	Street 2
Andalucia 889	<input type="text"/>
Street 2	City *
<input type="text"/>	San Antonio
State/Province *	Zip Code *
Texas	78015

Saves and Continue Complete Phase

User Guide Test Project 

Application Type ✓ **Contacts** Project Details

Note: Please provide all the required information in each tab to save the project. Once the information has been spread, the Complete Phase button will be enabled, which may take a few minutes.

Applicant **Owner/Authorized Signature** Other Contacts

Other Contacts

- o In the Other Contacts tab, select the Add Contact button and provide all the information required, then click on the Submit button to add the new contact and information to the contact list. All unregistered users entered in Contact tab will receive project notifications while registered users listed will have access to the project information.

Applicant Owner/Authorized Signature Other Contacts

Other Contacts

Name ↑	Email	Role	Actions
			Add Contact


No results to display

Add Contact

Name *

Email *

Email Confirmation *

Role *

Primary Contact Number
Provide a telephone number

Secondary Contact Number
Provide a telephone number

No results to display

Add Contact

Email Confirmation *

carmen.guevara@definityfirst.com

Role *

Contractor QA

Primary Contact Number

(667) 328-5877

Secondary Contact Number

(667) 325-5466

Submit

- Finally, when all tabs are completed, click on the Complete Phase button on this tab to save the information and continue with Project Details phase.

User Guide Test Project

Application Type **Contacts** Project Details

Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

Applicant Owner/Authorized Signature Other Contacts

Other Contacts

Add Contact

Name	Email	Role	Actions
Contractor QA	carmen.guevara@definityfirst.com	Contractor QA	

Save and Continue **Complete Phase**

- Then, provide all the information in the Project Details phase and each tab: Type, Details, Documents

The screenshot shows the 'Project Details' page for 'User Guide Test Project'. The navigation tabs are 'Application Type', 'Contacts', and 'Project Details'. Below the tabs is a note: 'Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.' The 'Type' tab is selected and highlighted with a red box. The 'Type' section contains three dropdown menus: 'Facility Type *', 'Service Voltage *', and 'Service Voltage Additional'. Below these is a 'Buildings' section with an 'Add Building' button.

- In the Type tab, you can add buildings by clicking the Add building button. Provide all required information and then click the Submit button.

This screenshot shows the 'Project Details' page with data entered in the 'Type' tab. The 'Facility Type *' dropdown is set to 'Industrial', 'Service Voltage *' is set to '480/240 V, 3-wire, single phase', and 'Service Voltage Additional' is set to '208/120 V, 3-wire, single phase'. The 'Buildings' section is empty, and the 'Add Building' button is highlighted with a red box and a red arrow. Below the buildings section is a table with columns: 'Name *', 'Site ID #', 'Description', 'Modified On', and 'Actions'. The table is currently empty, and a message at the bottom says 'No results to display'.

Add Building ✕

Name *

Size (sq ft) *

Description

Submit

- When all required information is entered, select the Save and Continue button

Application Type ✓ Contacts ✓ **Project Details**

Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

Type Details Documents

Type

Facility Type * Service Voltage *

Service Voltage Additional

Buildings **Add Building**

Name ↑	Size (sq ft)	Description	Modified On	Actions
Building test	5	Building for testing project	5/30/2023 2:08 PM	✕

Save and Continue Submit

- You will be redirected to the "Details" tab. Repeat the process until the last tab, providing all required information. Tabs will be marked as completed when all required information is populated.

Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

Application Type | Contacts | **Project Details**

Type | **Details** | Documents

Details

Will Temporary Power Be Required?
 No Yes

Motor Load
 No Yes

Generator
 No Yes

Will There Be An Automatic Transfer Switch (ATS)?
 No Yes

Save and Continue | Submit

- In the Details tab, when the toggle in Motor Load and Generator is set to "Yes", you can add this equipment when selecting the Add Motor or Add Generator button.

Details

Will Temporary Power Be Required?
 No Yes

Motor Load
 No Yes

Generator
 No Yes

Will There Be An Automatic Transfer Switch (ATS)?
 No Yes

Add Motor

Motor Number ↑	Size of Motor (HP)	Created On	Actions
No results to display			

Generator
 No Yes

Will There Be An Automatic Transfer Switch (ATS)?
 No Yes

Add Motor ✕

Motor Number *
[55136]

Size of Motor
[500]

Generator
 No Yes



Generator Number ↑

Size of Generator (kVA)

Created On

Actions



No results to display

Will There Be An Automatic Transfer Switch (ATS)?

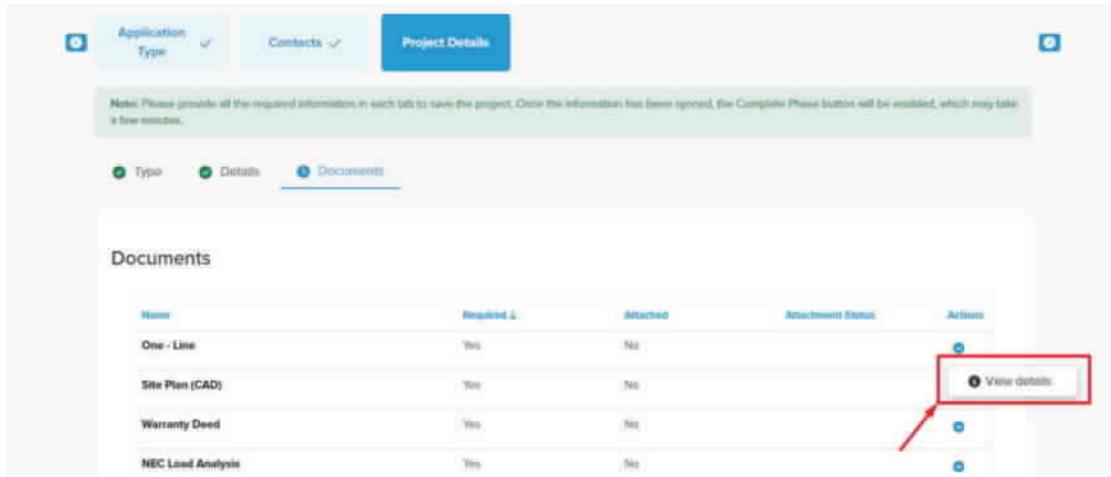
No Yes

Add Generator ✕

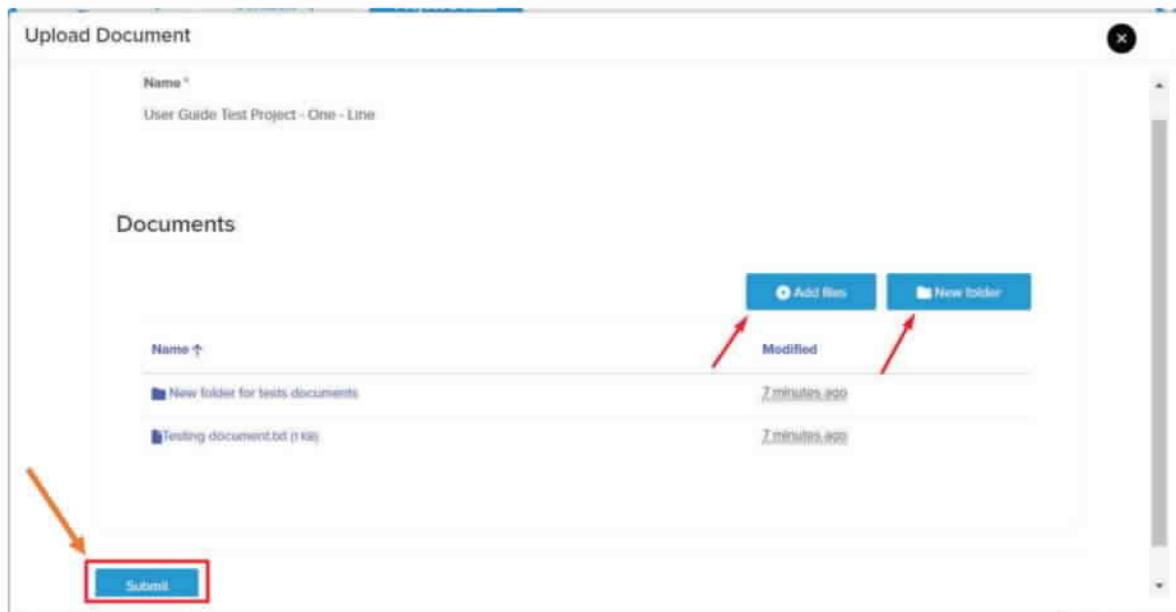
Generator Number *
[55133]

Size of Generator
[7500]

- When all required information is entered, select the Save and Continue button.
- You will be redirected to the Documents tab. Upload all required documents by selecting the buttons in the Actions column in each document.
- Click on the View details button to submit the requested document.



- On the Upload Document pop-up:
 - If you select the New Folder button, you can create a New Folder to organize the uploaded documents.
 - If you choose the +Add files button, you can add files directly to the requested document.
- To save the documents uploaded, select the Submit button.



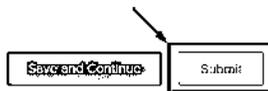
- o When all the documents required are uploaded and the Attachment Statuses are shown as Completed, the Submit button will be enabled. Click on this button to create the project.
 - o The Attachment Status are Uploading, Failed and Completed. To refresh the status of the documents, select the Save and Continue button until the Completed status is shown.
 - o It will take some time for the submit button to be enabled. Clicking on the Save and Continue button may speed up the process.
 - o If the Attachment Status is shown as Failed, check your Network and Internet Connection and try uploading the document again.

Type Details **Documents**

Documents

Name	Required ↓	Attached	Attachment Status	Actions
One - Line	Yes	Yes	Completed	⌵
Site Plan (CAD)	Yes	Yes	Completed	⌵
Warranty Deed	Yes	Yes	Completed	⌵
NEC Load Analysis	Yes	Yes	Completed	⌵
Utility Plan	No	No		⌵
Top Box	No	No		⌵

< 1 2 >



- o You will be redirected to the Dashboard screen, where the new project will be shown in My Submitted Projects. It may take a few minutes for project to appear on the dashboard.

Dashboard - External Customer



[CLICK HERE TO CREATE A NEW PROJECT](#)

Submitted Projects Under Review Projects Approved Projects

My Submitted Projects

Project Name:

Service Request:

Approval Status:

Created From:

Created To:

Apply Filters

Project Name	Service Request	Approval Status	Application Status	Submission Date	Actions
Common Project 8827	Padmount Service	Approval Pending	Submitted	8/27/2023	⌵
User Guide Test Project	Padmount Service	Approval Pending	Submitted	8/30/2023	⌵

- An email notification is sent to all contacts provided and the CenterPoint Team

New Padmount Service Project Created - Saved

Email - Email ▾

Email Related ▾

New Project Created

This confirms the Padmount Service Project User Guide Test Project by Carmen Customer has been created. Please click on the Project link below to review the Project details.

Project Name: [User Guide Test Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal.
PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

New Padmount Service Project Submitted. - Saved

Email - Email ▾

Email Related ▾

The Project Has Been Submitted

The Padmount Service Project User Guide Test Project by Carmen Customer has been submitted. Please click on the Project linked below to review the Project details.

Project Name: [User Guide Test Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal.
PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

Start an outage project

- On the Dashboard screen, click the "+CLICK HERE TO CREATE A NEW PROJECT" button.

Home > First

Dashboard - External Customer



[+ CLICK HERE TO CREATE A NEW PROJECT](#)

[Submitted Projects](#)

[Under Review Projects](#)

[Approved Projects](#)

My Submitted Projects



Project Name

Service Request

Approval Status

Created From

Created To

Apply Filters

- Complete all required fields in the General Information tab and click the Save and Continue button

New Project - Application Type

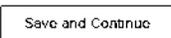


Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

- General Information
- ① Outage Contacts Information
- ② Outage Request Information

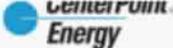
General Information

Service Request * Outage request	Service Type * Padmount Service
Property Name * Outage User Guide Test	
Meter Number (ESI ID) ** 17 digits required 100890 00000000000000000	
Purpose Of Outage * Add Meter	New Secondary Cable * <input checked="" type="radio"/> No <input type="radio"/> Yes
Requested Outage Start Date (Requested Date must be at least one week from current date). * 08/24/2023	Requested Outage Start Time * 2:40 PM
Requested Outage End Date * 08/24/2023	Requested Outage End Time * 4:41 PM



- Complete all required fields and click the Save and Continue button
- To add additional contacts, follow instruction in previous section above
- The Submit button will be deactivated until the next section “Outage Request Information” has been completed

Outage User Guide Test



Application Type | Engineering Design | Payment And Resilience | CenterPoint Construction | Completion Phase

Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

General Information | **Outage Contacts Information** | Outage Request Information

Building Contact

Building Contact Name *	Building Contact Phone *
Jack Test	(222) 222-2222
Building Contact Email *	Building Contact Email Confirmation *
abc@bbd.com	abc@bbd.com

Contractor Contact

Contractor Contact Name *	Contractor Contact Phone *
John Test	(222) 222-2222
Contractor Contact Email *	Contractor Contact Email Confirmation *
abc@bbd.com	abc@bbd.com

Other Contacts

Add Contact

Name ↑	Email	Role	Actions
No results to display			

Save and Continue | Submit

- The Contractor name and Phone contact information should be filled in with the electrician's name and cell phone number that will be on site during the outage.

- o Complete all required fields in the Outage Request Information and click the Save and Continue button
- o All required documents must be attached for the submit button to be activated
- o The Submit button will be activated once all the required fields and document requirements have been completed
- o Click the submit button

Note: The customer should be as detailed as possible when filling out the “Description of Work” field. Descriptions such as “Replace breaker” or “Add meter” are not sufficient.

Outage User Guide Test



Application Type:
 Engineering Design
 Payment And Remittance
 CenterPoint Construction
 Completion Phase

Note: Please provide all the required information in each tab to save the project. Once the information has been synced, the Complete Phase button will be enabled, which may take a few minutes.

- General Information
 Outage Contacts Information
 Outage Request Information

Outage Request Information

<p>Meter Number *</p> <input type="text" value="43534E3543543543"/>	<p>Street *</p> <input type="text" value="123 User Guide Lane"/>
<p>City *</p> <input type="text" value="Houston"/>	<p>State/Province *</p> <input type="text" value="Texas"/>
<p>Zip/Postal Code *</p> <input type="text" value="77000"/>	<p>Description Of Work *</p> <input type="text" value="Describe your project"/>

Is The Crew Requested To Stand-By For The Duration *
 No Yes

Documents

Name	Required	Attached	Attachment Status	Actions
Load Analysis	Yes	Yes	Completed	
One Line	Yes	Yes	Completed	
Transformer (Front view picture)	Yes	Yes	Completed	
Transfer Switch Specification	No	No		

- A new project notification will be sent to all customer contacts

Rejected Project

- An email notification is sent to all contacts when a project is rejected by the MUG Representative or internal CenterPoint users.
- When a project is “Rejected,” the external user is able to resubmit

The Padmount Service Project User Guide Test Project 3 Rejected - Saved

Email · Email ▾

Email Related ▾

The Project Has Been Rejected

The above Project submitted on August 08, 2023 has been rejected.
Please click on the Project link below to review and resubmit your Project.

Project Name: [User Guide Test Project 3](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal.
PLEASE DO NOT REPLY TO THIS EMAIL

Best Regards,
CenterPoint Major Underground team.

Update a submitted project

- When any information is updated in the application phase (Application Type, Contacts or Project Details), the project status is automatically reverted back to the “Unsubmitted” status
- The project application must be completed again (submitted) for the project to be put back on the project list. The project status will be reinstated back to the status it had before the application was updated

The screenshot displays the 'PowerApps Test No 1' interface. At the top right is the 'CenterPoint Energy' logo. Below the title, there are four tabs: 'Application Type', 'Contacts', 'Project Details', and 'Customs Construct'. The 'Project Details' tab is active and highlighted with a red box. Below the tabs, a message states: 'Note: Please provide all the required information in each tab to save the project. Once the information has been updated, the Complete Phase button will be enabled, which may take a few minutes.' Below this message are three progress indicators: 'Type' (green), 'Details' (blue), and 'Documents' (green). The 'Details' section contains four questions, each with a 'No' (selected) and 'Yes' radio button: 'Will Temporary Power Be Required?', 'Motor Load', 'Generator', and 'Will There Be An Automatic Transfer Switch (ATS)?'. At the bottom, there are two buttons: 'Save and Continue' and 'Complete Phase'. A red arrow points to the 'Complete Phase' button.

- The "complete Phase" must be clicked to submit the updated application

Accept a project

- Log in as an External Customer. On the Dashboard, in the Approved Projects tab, the available projects for acceptance will be displayed.

Submitted Projects Under Review Projects **Approved Projects**

Project Name:

CNP Rep:

Service Request:

Current Task:

Approval Status:

Created From:

Created To:

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task	Actions
Carmen Testing 0523	Padmount Service	Accepted by Customer	5/23/2023	Submitted	Carmen Mug Representative	CenterPoint Construction	v
Test project 0525	Padmount Service	Accepted by Customer	5/26/2023	Submitted	Carmen Mug Representative	Engineering Design	v
User Guide Test Project	Padmount Service	Project Approved	5/30/2023	Submitted	Carmen Mug Representative	Engineering Design	v

- Locate the project you want to accept at My Approved Projects. In the Actions column, at the dropdown arrow menu, the options shown will be View Details, Cancel Project, and Accept Project.

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task	Actions
Carmen Testing 0523	Padmount Service	Accepted by Customer	5/23/2023	Submitted	Carmen Mug Representative	CenterPoint Construction	v
Test project 0525	Padmount Service	Accepted by Customer	5/26/2023	Submitted	Carmen Mug Representative	Engineering Design	v
User Guide Test Project	Padmount Service	Project Approved	5/30/2023	Submitted	Carmen Mug Representative	Engineering Design	<div style="border: 1px solid black; padding: 2px;"> View Details Cancel Project Accept Project </div>

- Click on the Accept Project option, you will be redirected to Move Forward or Cancel section, where the Application Type, Contacts, and Project Details tabs will be already fulfilled and shown as read-only.

Home > Dashboard > Application Type - Move Forward Or Cancel

User Guide Test Project



Application Type Contacts ✓ Project Details ✓

General Information

General Information

Service Request *

New Service

Project Name *

User Guide Test Project

MUG Rep Contact Information

Carmen Mug Representative

Email

carmen.guevara+mugrep@definityfirst.com

Mobile

Provide a telephone number

Business

Provide a telephone number

Service Type *

Padmount Service

Service Needed By *

08/31/2023

- You can review the Approve/Reject comments in this section. You can also check the comments written by the MUG Representative who approved the project.

Approve/Reject Comments

Approval Status

Project Approved

Approve/Reject Comments

Approved |

Number of transformers

29

Transformers details

—

Service Type Options

Standard Service Requested Service

Requested Service Details

—

Outage type

Reconnect

Accept Project Cancel Project

- Finally, click on Accept Project button. You will be redirected to the dashboard screen, and the project will be shown in the option My Approved Projects with the Approval Status: Accepted by Customer

Approve/Reject Comments

Approval Status
Project Approved

Approve/Reject Comments
Approved!

Number of transformers
29

Transformers details
—

Service Type Options
 Standard Service Requested Service

Requested Service Details
—

Outage type
Reconnect

✔ Accept Project
✘ Cancel Project

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task	Actions
Carmen Testing 0523	Padmount Service	Accepted by Customer	5/23/2023	Submitted	Carmen Mug Representative	CenterPoint Construction	⌵
Test project 0525	Padmount Service	Accepted by Customer	5/26/2023	Submitted	Carmen Mug Representative	Engineering Design	⌵
User Guide Test Project	Padmount Service	Accepted by Customer	5/30/2023	Submitted	Carmen Mug Representative	Engineering Design	⌵

- An email notification is sent to all contacts provided and the MUG Representative assigned

The Padmount Service Project User Guide Test Project Accepted. - Saved

Email · Email

Email Related

Project Has Been Accepted

The above Project Application approved on June 06, 2023 has been accepted to move forward by Carmen Customer. Please click on the Project link below to review the Project details.

Project Name: [User Guide Test Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal.
PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

Cancel a project

You can cancel a project at any point of a project. The MUG Representative, External Customer and MUG Manager can cancel projects.

- On the Dashboard, locate the project you want to cancel. Click the Actions field, select the Cancel Project option.

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task	Actions
Carmen Testing 0523	Padmount Service	Accepted by Customer	5/23/2023	Submitted	Carmen Mug Representative	CenterPoint Construction	View Details
Test project 0525	Padmount Service	Accepted by Customer	5/29/2023	Submitted	Carmen Mug Representative	Engineering Design	Cancel Project Request Inspection
User Guide Test Project	Padmount Service	Accepted by Customer	5/30/2023	Submitted	Carmen Mug Representative	Engineering Design	

- You will be redirected Cancel section, where the Application Type, Contacts, and Project Details tabs will be already filled and shown as read-only.

Home > Dashboard > CNP Cancel Project

Test project 0525



Application Type | Contacts ✓ | Project Details ✓

General Information

Service Request *

Service Type *

Project Name *

Service Needed By *

New Secondary Cable

No Yes

MUG Rep Contact Information

Carmen Mug Representative

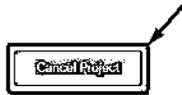
Email
carmen.guavara+zugrep@definityfirst.com

Mobile
Provide a telephone number

- Finally, click on the Cancel Project button. You will be redirected to the dashboard screen, the project will be shown in the Under Review Projects tab, in the option My Canceled Projects with the Approval Status: Project Canceled

Approve/Reject Comments

Approval Status Accepted by Customer:	Service Type Options Standard Service Requested Service
Approve/Reject Comments Approved project	Requested Service Details -
Number of transformers 23	Outage type Disconnect
Transformers details Transformers details	



Submitted Projects Under Review Projects Approved Projects



Project Name: [] Service Request: [] Created From: [] Created To: []

Apply Filters

Project Name	Service Request	Approval Status	MUG Representative	Canceled Date	Canceled By
Test project 0525	Padmount Service	Project Canceled	Carmen MUG Representative	6/5/2023	Carmen Customer

- An email notification is sent to all contacts provided and the MUG Representative assigned

The Padmount Service Project Test project 0525 Canceled. Saved

Email - Email

Email Related

The Project Has Been Canceled

The above Project Application has been canceled by Carmen Customer. Please click on the Project link below to review the Project details.

Project Name: [Test project 0525](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

Resubmit a rejected project

You can resubmit a project after a project is rejected. The resubmit option will be available so the External Customer can resubmit the project that was rejected.

- On the Dashboard, at the Under Review Projects in the My Rejected Projects option, locate the project you want to resubmit. At the Actions field, select the Resubmit Project option.

The screenshot shows the 'My Rejected Projects' dashboard. At the top, there are three tabs: 'Submitted Projects', 'Under Review Projects', and 'Approved Projects'. An arrow points to the 'Under Review Projects' tab. Below the tabs is a dropdown menu labeled 'My Rejected Projects'. Underneath are filter fields for 'Project Name', 'Service Request', 'Created From', and 'Created To', followed by an 'Apply Filters' button. Below the filters is a table with columns: 'Project Name', 'Service Type', 'Service Request', and 'Approval Status'. The table contains one row with the following data: 'User Guide Resubmitted Project', 'New Service', 'Padmount Service', and 'Project Rejected'. A dropdown menu is open for the 'Project Rejected' status, showing three options: 'Cancel Project', 'View Details', and 'Resubmit'. The 'Resubmit' option is highlighted with a red box.

- You will be redirected to the Resubmit section, where the Application Type, Contacts, and Project Details phases will be already fulfilled and ready to review.

Home > Dashboard > Resubmit Application Type

User Guide Resubmitted Project



The screenshot shows the navigation bar for the 'User Guide Resubmitted Project'. It features three tabs: 'Application Type', 'Contacts', and 'Project Details'. The 'Application Type' tab is highlighted with a red box. There are checkmarks next to 'Contacts' and 'Project Details', indicating they are completed. A help icon is visible on the right side of the bar.

General Information

Service Request *

Service Type *

Project Name *

Service Needed By *

MUG Rep Contact Information

Carmen Mug Representative

Email

carmen.guevara@mugrep@definityfirst.com

- Review all phases and select the Save and Continue button to save the updated information and then the Complete Phase button to complete and continue with the Resubmit process.

User Guide Resubmitted Project



Application Type **Contacts** Project Details

Applicant
 Owner/Authorized Signature
 Other Contacts

Other Contacts

Add Contact

Name ↑	Email	Role
Carmen Contact	carmen.guerrero@definityfirst.com	Contractor QA

Save and Continue **Complete Phase**

- The Resubmit button will be shown in the last phase, Project Details. When all phases and tabs are updated and completed, click on the Resubmit button.

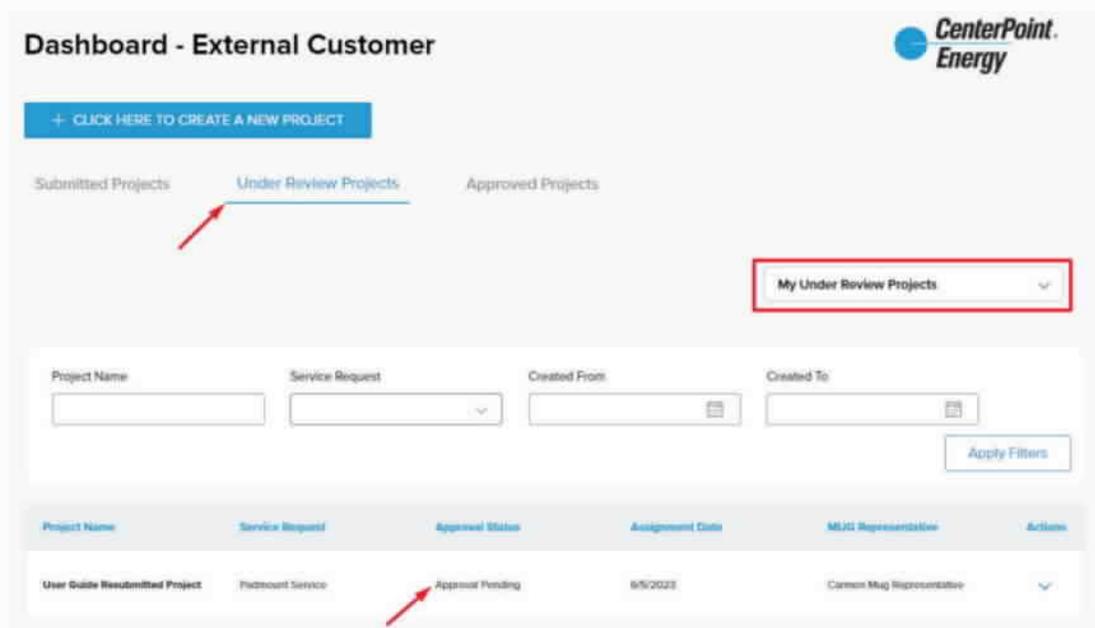
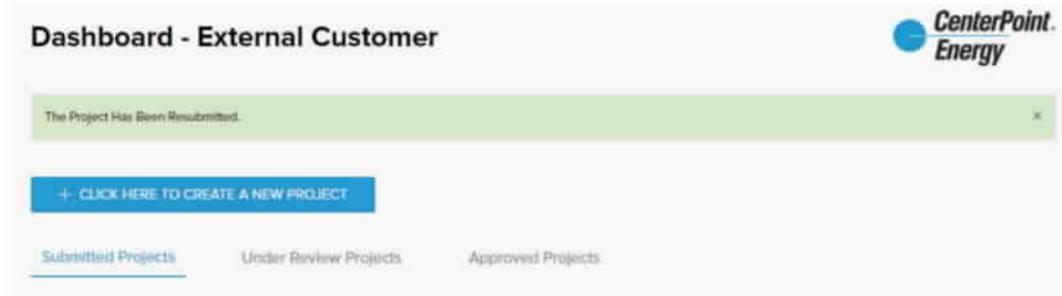
Documents

Documents	Required ↓	Attached	Attachment Status
Warranty Deed	Yes	Yes	Completed
One - Line	Yes	Yes	Completed
NEC Load Analysis	Yes	Yes	Completed
Site Plan (CAD)	Yes	Yes	Completed
Top Box	No	No	
Other Attachments	No	No	
Utility Plan	No	No	
Plan View	No	No	
Site Plan (PDF)	No	No	
Plan & Profile Drawing	No	No	

< 2 >

Save and Continue **Resubmit**

- You will be redirected to the dashboard screen. The project will be shown at the Under Review Projects in the My Under Review Projects option with the Approval Status: Approval pending.

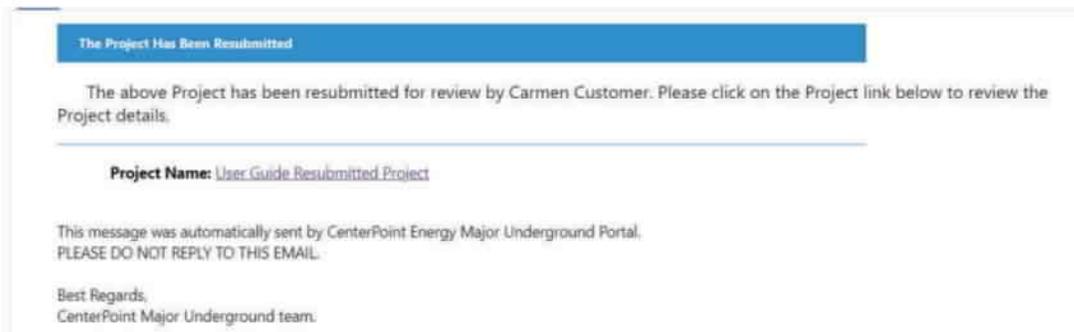


- An email notification is sent to all contacts provided and the MUG Representative assigned

The Padmount Service Project User Guide Resubmitted Project Resubmitted. - Saved

Email · Email ↕

Email Related ↕



Inspection Process

Regular Inspection request

- Log in as an External Customer on the Dashboard, locate the project for which you want to request an inspection under My Approved Projects. In the Actions column, select the "Request Inspection" option.

Project Name Service Request CNP Rep Service Request Current Task
▼ ▼ ▼ ▼ ▼

Approval Status Created From Created To
▼

[Apply Filters](#)

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task	Actions
AI Project	Facility Service	Accepted by Customer	8/26/2022	Submitted	MUG Rep	View Details	Request Inspection Cancel Project

- You will be redirected to the Inspection Tracking screen, where all required inspections are listed.

Home > Dashboard > Inspection tracking

AI Project



Information

AI Project

[All Inspections](#)

[Add Inspection](#)

Inspection Number ↑ Inspection Status Inspection Comments Created On

There are no records to display.

- Click on the Add Inspection button and provide all information required. In this section, you must give the *Requested Date for Inspection*, *Requested Time for Inspection*, *Site Contact*, and *Site Contact Phone Number* so the MUG Representative can follow the next steps regarding the project details.

Home > Dashboard > Inspection tracking

AI Project



Information

AI Project

All Inspections ▾

Inspection Number ↑

Inspection Status

Inspection Comments

Created On

Add Inspection
Add Inspection

There are no records to display.

Add Inspection



ID

—

T&C Project Job No

Work Order

Concrete Schedule?

No Yes

Duct Bank

No Yes

Pedestal

No Yes

Switch Pad

No Yes

T-Pad

No Yes

Requester's Phone Number *

Requested Date for Inspection *

Requested Time for Inspection *

Site Contact *

Site Contact Phone Number *

Additional Comments

Submit

- Finally, for the External Customer, select the Submit button. The Inspection required will be shown in the list with an Inspection Number designated and the Inspection Status shown as In Progress

Home > Dashboard > Inspection tracking

AI Project



Information

AI Project

All Inspections

Add Inspection

Inspection Number ↑	Inspection Status	Inspection Comments	Created On
000000102	In Progress		9/26/2022 4:21 PM

- An email notification is sent to all contacts provided and the MUG Representative assigned

Inspection Request for Project AI Project. CRM:0345096

Retention: Inbox (3 months) Expires: Sun 12/25/2022 3:21 PM

MN MUG Portal Notifications Mon 9/26/2022 4:21 PM

To: svc-mugportal: Carmen Customer <carmen.guevara+customer1@definityfirst.com>

An Inspection for the Project AI Project submitted on September 26, 2022 has been requested.

Inspection Information.

Project Work Order:
Project Superior Order:
Duct Bank qty:
Name of customer/Company on T&C Package: Redot Company
Address of customer/Company on T&C Package: Cataluna street 1839
Company Requesting Inspection: Redot Company
Requester's Name: Carmen Customer
Requester's E-mail: carmen.guevara+customer1@definityfirst.com
Requester's Phone Number: (845) 698-9898
Requested Date and Day For Inspection: December 05, 2022
Requested Time For Inspection: 11:00 AM
Site Contact: Testing site contact 0926
Site Contact Phone Number: (548) 214-5123
Mug Rep Assigned: MUG Rep.

Please click on the Project link below to the Project details.

Project name: [AI Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

- When the Comments and the status is updated to Passed, the Inspection will be shown in the list with the Inspection Status shown as Passed.

Home > Dashboard > Edit Project - Customer Construction

AI Project



← Inering Design ✓
Agreement Phase ✓
Payment And Remittance ✓
Customer Construction
Post Customer Construction
CenterPoint Construction
Completion Phase →

Customer Construction
Inspections
Final Inspections

Inspections

Inspection Number ↑	Inspection Status	Inspection Comments	Created On
0000000102	Passed	Inspection was perfect	9/26/2022 4:21 PM

Next

- An email notification is sent to all customer contacts provided and the MUG Representative assigned

Inspection for Project AI Project CRM:0345102

Retention: Inbox (3 months) Expires: Sun 12/25/2022 5:00 PM



MUG Portal Notifications

To: Carmen Customer <carmen.guevara+customer1@definityfirst.com>; svc-mugportal



Mon 9/26/2022 6:00 PM

The Inspection for AI Project submitted on September 26, 2022.
Status: Passed.
Please click on the Project link below to view the Project details.

Project Name: [AI Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

Received, thank you. Thank you! Just got this.

Final inspection request

- Log in as an External Customer on the dashboard and locate the project you want to request an inspection for under "My Approved Projects". Under the Actions field menu, select the Request Final Inspection option.

Project Name	Service Request	CNP Rep	Service Request	Current Task
▼	▼	▼	▼	▼
Approval Status	Created From	Created To		
▼	🗑️	🗑️		

Submit

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Cur
AI Project	Participant Service	Accepted by Customer	9/29/2022	Submitted	MUG Rep	<ul style="list-style-type: none"> View Details Cancel Project Request Inspection Request Final Inspection

Request Final Inspection

- You will be redirected to the Final Inspections Tracking screen, where all the Final Inspection required are listed

Home > Dashboard > Final Inspections tracking

AI Project



General Information

Project Name *

AI Project

All final inspections ▾

Add Final Inspection

Final Inspection Number ↑

Final Inspection Status

Final Inspections Comments

Created On

There are no records to display.

- Click on the Add Inspection button and provide all information required. In this section, you must provide the Requested Date of Inspection, Requested Time of Inspection, Site Contact, and Site Contact Phone Number so the MUG Representative can follow the next steps regarding the project details.

Home > Dashboard > Final Inspections tracking

AI Project



General Information

Project Name *

AI Project

All final inspections ▾

Add Final Inspection

Final Inspection Number ↑

Final Inspection Status

Final Inspections Comments

Created On

Add Final Inspection

There are no records to display.

Add Final Inspection



Name

-

Work Order

T&C Project Job No

Switch Pad

No Yes

T-Pad

No Yes

Name of Customer/Company on T&C Package *

Street 1 *

Street 2

➔ Requested Date of Inspection *

➔ Requested Time of Inspection *

➔ Site Contact *

➔ Site Contact Phone Number *

Additional Comments

- Finally, click the Submit button. The Final Inspection required will be shown in the list with a Final Inspection Number designated and the Final Inspection Status shown as In Progress

Home > Dashboard > Final Inspections tracking

AI Project



General Information

Project Name *
AI Project

All final inspections ▾

Add Final Inspection

Final Inspection Number ↑	Final Inspection Status	Final Inspections Comments	Created On
0000000055	In Progress		9/26/2022 5:21 PM ▾

- o An email notification is sent to all contacts provided and the MUG Representative assigned

Final Inspection Request for Project AI Project. CRM:0345099

Retention: Inbox (3 months) Expires: Sun 12/25/2022 4:21 PM



MUG Portal Notifications

To: svc-mugportal; Carmen Customer <carmen.guevara+customer1@definityfirst.com>

Mon 9/26/2022 5:21 PM

A Final Inspection for the Project AI Project submitted on Monday, January 9, 2023 has been requested.

Inspection Information.

Project Work Order:
Superior Order:
Name of customer/Company on T&C Package: Redot Company
Address of customer/Company on T&C Package:
Company Requesting Inspection: Redot Company
Requester's Name: Carmen Customer
Requester's E-mail: carmen.guevara+customer1@definityfirst.com
Requester's Phone Number: (845) 698-9898
Requested Date and Day For Inspection: Monday, January 9, 2023
Requested Time For Inspection: 12:00 PM
Site Contact: Testing site contact final
Site Contact Phone Number: (838) 821-1313
Mug Rep Assigned: MUG Rep.

Please click on the Project link below to the Project details.

Project name: [AIProject](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

Updated customer inspection status

- When the final inspection status is updated, it will be shown in the list with the Final Inspection Status shown as Passed or failed.

Home > Dashboard > Edit Project - Customer Construction

AI Project

CenterPoint Energy

Engineering Design ✓ Agreement Phase ✓ Payment And Remittance ✓ **Customer Construction** Post Customer Construction CenterPoint Construction Completion Phase

Customer Construction Inspections **Final Inspections**

Final Inspections

Final Inspection Number ↑	Final Inspection Status	Final Inspections Comments	Created On
000000055	Passed	Final Inspection working correctly. The Final Inspection is passed now!	9/26/2022 5:21 PM

Next

- An email notification is sent to all contacts provided and the MUG Representative assigned

Final Inspection for Project AI Project CRM:0345105

Retention: Inbox (3 months) Expires: Sun 12/25/2022 5:20 PM

MN MUG Portal Notifications

To: Carmen Customer <carmen.guevara+customer1@definityfirst.com>; svc-mugportal

Mon 9/26/2022 6:20 PM

The Final Inspection for AI Project submitted on September 26, 2022 .
Status: Passed
Please click on the Project link below to view the Project details.

Next Steps –

- The "ESI ID Entry" task should appear as the next task on the "My Approved Projects" list on the portal dashboard for [AI Project](#). Enter correct ESI ID number in the portal. If you do not have your ESI ID, go to https://www.centerpointenergy.com/en-us/CustomerService/Pages/CNP_Forms/ESI_ID_Electric_Request.aspx?sa=ho&au=res to request or call 713-207-2222.

Project Name: [AI Project](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team.

ESI ID Entry

After the final inspection process has been completed, the ESI ID entry task will be required to move forward with the project.

- Log in as an External Customer; on the Dashboard, locate the project for which you want to enter ESI ID details under My Approved Projects list. At the dropdown arrow menu, select the ESI ID Entry option

Project Name Service Request CNP Rep Service Request Current Task
Approval Status Created From Created To

Apply Filters

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	View Details Cancel Project Pay Request Inspection Request Final Inspection ESI ID Entry ESI ID Entry
AI Project	Padmont Service	Accepted by Customer	9/26/2022	Submitted	MUG Rep	

- The ESI ID Entry pop-up will be shown. Click on the Add ESI ID button to add the ESI ID.

ESI ID Entry



General Information

Project name *

AI Project

Add ESI ID

Create

There are no records to display.

Submit

- Provide an ESI ID with 22 digits; the ID will start with the prefix 100890. The save button will not be enabled until the 22 digits are added.

Add ESI ID



ESI ID

100890

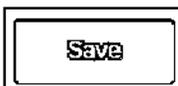
Save

Add ESI ID



ESI ID

1008901445622254788966



- Click on the Save button to add the ESI ID and then the Submit button.

ESI ID Entry



General Information

Project name *

AI Project



ESI ID 1008901445622254788966

Created On 9/26/2022 5:27 PM



CenterPoint Construction Process

The CenterPoint Construction Phase involves the Equipment Installation process, Primary Cable Pull process and the Energization Process.

Equipment Installation

- CenterPoint's operations department will schedule equipment installation. An email notification indicating the estimated time of delivery will be sent to all customer contacts and assigned MUG representative

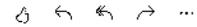
Equipment for Padmount Service Project Littleroot Town School Estimated Installation/Delivery Date.
(Equipment #1) CRM:0345240

 Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:21 PM



MUG Portal Notifications

To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal



Tue 9/27/2022 4:21 PM

The Estimated Installation/Delivery Date for Equipment assigned to Padmount Service Littleroot Town School is September 28, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- An email notification indicating the completion of the equipment installation will be sent to all customer contacts and assigned MUG representative

Equipment for Padmount Service Project Littleroot Town School Installed/Delivered. (Equipment #1) CRM:0345247

Retention: Entire Mailbox (30 days) Expires: Thu 10/27/2022 3:21 PM

MN MUG Portal Notifications 🔄 ↶ ↷ ↸ ⋮

To: svc-mugportal: Customer User <jose.pacheco+customer@centerpointenergy.com> Tue 9/27/2022 3:21 PM

The Equipment assigned to Padmount Service Littleroot Town School was installed/delivered on September 29, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

Next Steps –

- Pull-in secondary cables from transformer to customer switchgear and terminate cables in customer switchgear only. DO NOT INSTALL termination lugs nor connect the service entrance conductors to the Distribution Transformer. By doing this you will not speed up the process of getting energized. If you do connect your service entrance conductor in the transformer, you will be requested to disconnect your cables and it will result in a delay in getting your service connected.
- The "Secondary Cable Pull" task should appear as the next task on the "My Approved Projects" list on the portal dashboard for [Littleroot Town School](#). Indicate that secondary cable pull has been completed in the portal and attach two pictures: one picture of your cables terminated in switchgear and one picture of your cables pulled into the transformer.

Note: Ensure that the governing city (or Harris County if not inside a city limits) releases all applicable permits.

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- If there are multiple equipment, an email notification indicating the completion of all equipment installation will be sent to all customer contacts and the MUG representative assigned

Equipment for Padmount Service Project Littleroot Town School Installed/Delivered (Task Completed) CRM:0345254

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:28 PM

MN MUG Portal Notifications 🔄 ↶ ↷ ↸ ⋮

To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal Tue 9/27/2022 4:28 PM

The Equipment assigned to Padmount Service Littleroot Town School was installed/delivered on September 29, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Next Steps –

- Pull-in secondary cables from transformer to customer switchgear and terminate cables in customer switchgear only. DO NOT INSTALL termination lugs nor connect the service entrance conductors to the Distribution Transformer. By doing this you will not speed up the process of getting energized. If you do connect your service entrance conductor in the transformer, you will be requested to disconnect your cables and it will result in a delay in getting your service connected.
- The "Secondary Cable Pull" task should appear as the next task on the "My Approved Projects" list on the portal dashboard for [Littleroot Town School](#). Indicate that secondary cable pull has been completed in the portal and attach two pictures, one picture of your cables terminated in switchgear and one picture of your cables pulled into the transformer.

Note: Ensure that the governing city (or Harris County if not inside a city limits) releases all applicable permits.

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

Secondary Cable Pull

- After the Equipment Installation has been completed, locate the project in the My Approved Projects section of the External Customer Dashboard. Click on the dropdown arrow menu in the Actions field and select the Secondary Cable option.

Project Name Service Request CNP Rep Service Request Current Task

Approval Status Created From Created To

Apply Filters

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task
AI Project	Pactron Service	Accepted by Customer	9/26/2022	Submitted	MUG Rep	<ul style="list-style-type: none"> View Details Cancel Project Request Inspection Request Final Inspection ESF ID Entry Secondary Cable

- The Secondary Cable and Termination on customer switchgear pop-up will be shown. You must add at least one file to continue with the process.

Secondary Cable and Termination On Customer Switchgear



Project name *

AI Project

Note Text

3 minutes ago
Carmen Customer



Testing document.PNG (44.93 KB)

< 1 **2** >

Attach File

Complete Secondary Cable Pull

Attach File



Note

Attach a file

Choose File

Testing document.PNG

Save

Cancel

- When at least one file is added, the Complete Secondary Cable Pull will be enabled.



Secondary Cable and Termination On Customer Switchgear

Project name *

AI Project

Note Text

5 minutes ago

Carmen Customer



Testing document.PNG (44.93 KB)



Attach File

Complete Secondary Cable Pull

- An email notification is sent to all contacts provided and the MUG Representative assigned.

Secondary Cable Pull for Padmount Service Project Littleroot Town School Completed CRM:0345268

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:34 PM



MUG Portal Notifications

To: svc-mugportal

Cc: Customer User <jose.pacheco+customer@centerpointenergy.com>

Tue 9/27/2022 4:34 PM

The Secondary Cable Pull is completed for Padmount Service Littleroot Town School. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- An email notification is sent to the MUG Operations team, all contacts provided, and MUG Representative Assigned.

- After secondary cable pull is completed and confirmed by the mug representative, CenterPoint Energy operations crews will schedule the primary cable pull.

**Primary Cable for Padmount Service Project Littleroot Town School Estimated Installation Date.
(Equipment #1) CRM:0345279**

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:53 PM



MUG Portal Notifications

To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal



Tue 9/27/2022 4:53 PM

The Estimated Installation/Delivery Date for Primary Cable for Padmount Service Littleroot Town School is September 29, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

Next Steps –

- The "Metering Details" task should appear as the next task on the "My Approved Projects" list for [Littleroot Town School](#) on the Major Underground portal dashboard
- Have the local authority having jurisdiction over your project location send the power release or electrical permit to CenterPoint (if applicable). Indicate that this has been completed in the "Metering Details" task pop-up window
- Ensure that the governing city/county releases all applicable permits for permanent electric service
- Call in your Move-in order for the date after the estimated primary cable pull date above
- If the facility has an ATS/MTS for emergency generation, it must be approved before any meters will be set. Contact your Major Underground representative if you are unsure of the approval status
- When CenterPoint Energy crews are pulling primary cable, contact your retail provider and confirm the "Move-in" order. Indicate that this task has been completed in the "Metering Details" task pop-up window.
- After all the information above has been entered into the "Metering Details" task pop-up window, click on the submit button to notify the appropriate CenterPoint representative.

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

Primary Cable Pull

- An email notification is sent to the MUG Operations team, all contacts provided, and MUG Representative Assigned

Primary Cable for Padmount Service Project Littleroot Town School Installed. (Equipment #1)
CRM:0345286

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:53 PM



MUG Portal Notifications

To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal



Tue 9/27/2022 4:53 PM

The Primary Cable for Padmount Service Littleroot Town School was installed on October 18, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

Next Steps –

- The "Metering Details" task should appear as the next task on the "My Approved Projects" list for [Littleroot Town School](#) on the Major Underground portal dashboard
- Have the local authority having jurisdiction over your project location send the power release or electrical permit to CenterPoint (if applicable). Indicate that this has been completed in the "Metering Details" task pop-up window
- Ensure that the governing city/county releases all applicable permits for permanent electric service
- Call in your Move-in order for the date after the estimated primary cable pull date above
- Enter the ESID number(s) into the "Metering Details" task pop-up window. If you do not have an ESID, please call 713-207-2222
- If the facility has an ATS/MTS for emergency generation, it must be approved before any meters will be set. Contact your Major Underground representative if unsure of the approval status
- When CenterPoint Energy crews are pulling primary cable, contact your retail provider and confirm the "Move-In" order. Indicate that this task has been completed in the "Metering Details" task pop-up window.
- After all the information above have been entered into the "Metering Details" task pop-up window, click on the submit button to notify the appropriate CenterPoint representative.

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- If there are multiple equipment on a project, a task completed notification will be sent when all primary cable pulls have been completed

Primary Cable for Padmount Service Project Littleroot Town School Installed (Task Completed) CRM:0345288

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:53 PM



MUG Portal Notifications

To: svc-mugportal: Customer User <jose.pacheco+customer@centerpointenergy.com>



Tue 9/27/2022 4:53 PM

The Primary Cable for Padmount Service Littleroot Town School was installed on October 18, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Next Steps –

- The "Metering Details" task should appear as the next task on the "My Approved Projects" list for [Littleroot Town School](#) on the Major Underground portal dashboard
- Have the local authority having jurisdiction over your project location send the power release or electrical permit to CenterPoint (if applicable). Indicate that this has been completed in the "Metering Details" task pop-up window
- Ensure that the governing city/county releases all applicable permits for permanent electric service
- Call in your Move-in order for the date after the estimated primary cable pull date above
- Enter the ESID number(s) into the "Metering Details" task pop-up window. If you do not have an ESID, please call 713-207-2222
- If the facility has an ATS/MTS for emergency generation, it must be approved before any meters will be set. your Major Underground representative if unsure of the approval status
- When CenterPoint Energy crews are pulling primary cable, contact your retail provider and confirm the "Move-In" order. Indicate that this task has been completed in the "Metering Details" task pop-up window.
- After all the information above have been entered into the "Metering Details" task pop-up window, click on the submit button to notify the appropriate CenterPoint representative.

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

Service Energization

- After the Primary Cable Pull task is completed, log in as an External Customer. On the Dashboard, locate the project in the My Approved Projects section, click on the Actions field menu and select the Meter Details option.

Meter Details

Project Name Service Request CNP Rep Service Request Current Task
Approval Status Created From Created To

Submit

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	View Details
AI Project	Padmouni Service	Accepted by Customer	9/26/2022	Submitted	MUG Rep	<ul style="list-style-type: none"> Cancel Project Request Inspection Request Final Inspection ESI ID Entry Secondary Cable Meter Details

- The Meter Details pop-up will be shown. Provide all the information required to continue the process and click the Submit button.

Meter Details

Meter Details

Project name *

AI Project

MVI

Completed

Permits

Approved

Submit

- An email notification is sent to the MUG Operations team, all contacts provided, and MUG Representative Assigned.

Equipment for Padmount Service Project Littleroot Town School Energize Date. (Equipment #1) CRM:0345304

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:56 PM

 MUG Portal Notifications     
To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal Tue 9/27/2022 4:56 PM

The Estimated Equipment Energize Date for Padmount Service Littleroot Town School is on September 28, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- If there are multiple services on a project, a task completed notification will be sent when all service energization tasks have been completed

Equipment for Padmount Service Project Littleroot Town School Energize Date. (Equipment #1) CRM:0345311

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:56 PM

 MUG Portal Notifications     
To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal Tue 9/27/2022 4:56 PM

The Equipment assigned to Padmount Service Littleroot Town School was energized on October 31, 2022. Please click on the Project link below to view the Project details.

Project name: [Littleroot Town School](#)

Equipment: Equipment #1

Next Steps –

- The "Close-Out" task should appear as the next task on the "My Approved Projects" list for [Littleroot Town School](#) on the Major Underground portal dashboard
- The Major Underground Representative will provide a defined (Long form) easement. This easement document must be signed and returned to CenterPoint Energy within 90 (ninety) days. Failure to do so will automatically close out this project. Future request for a defined easement will incur additional cost to the customer
- Complete the customer survey. The survey is mandatory to completely and correctly close-out this project

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

- An email notification is sent to the MUG Operations team, all contacts provided, and MUG Representative Assigned.

Equipment for Padmount Service Project Littleroot Town School Energize Date (Task Completed)
CRM:0345315

Retention: Inbox (3 months) Expires: Mon 12/26/2022 3:56 PM



MUG Portal Notifications

To: Customer User <jose.pacheco+customer@centerpointenergy.com>; svc-mugportal



Tue 9/27/2022 4:56 PM

The Equipment assigned to Padmount Service Littleroot Town School was energized on October 31, 2022. Please click on the [Project link](#) below to view the Project details.

Project name: [Littleroot Town School](#)

Next Steps –

- The “Close-Out” task should appear as the next task on the “My Approved Projects” list for [Littleroot Town School](#) on the Major Underground portal dashboard
- The Major Underground Representative will provide a defined (Long form) easement. This easement document must be signed and returned to CenterPoint Energy within 90 (ninety) days. Failure to do so will automatically close out this project. Future request for a defined easement will incur additional cost to the customer
- Complete the customer survey. The survey is mandatory to completely and correctly close-out this project

This message was automatically sent by CenterPoint Energy Major Underground Portal. PLEASE DO NOT REPLY TO THIS EMAIL.

Best Regards,
CenterPoint Major Underground team

Close-Out and Survey

After all installation has been completed and service energized, the MUG representative must close-out the project. To close-out the project, the survey must be completed as described below:

- Log in as an External Customer. On the Dashboard, locate the project you want to close out in the My Approved Projects list. At the dropdown arrow menu, select the Close-Out option.

Project Name Service Request CNP Rep Service Request Current Task
Approval Status Created From Created To
Apply Filters

My Approved Projects

Project Name	Service Request	Approval Status	Submission Date	Application Status	MUG Representative	Current Task
All Project	Padmount Service	Accepted by Customer	9/25/2022	Submitted	MUG Rep	Request Inspection Request Final Inspection ESI ID Entry Secondary Cable Meter Details Close-Out

- Click the submit button

Survey

On a scale of 0 - 10, 0 being unsatisfactory and 10 being completely satisfied. Please rate the following activities:

How would you rate your overall experience with the Major Underground Portal?

10

How would you rate the customer service and professionalism of the Major Underground representative assigned to this project?

10

How would you rate the quality of the design of this project?

10

How would you rate the experience of the CNP installation process: Transformer installation, primary cable pull & energization?

10

Comments

All was well.

Submit

Messaging Tool

The major underground portal is equipped with a messaging feature that tracks all project discussions and notifications. This will be the primary tool for communicating project information.

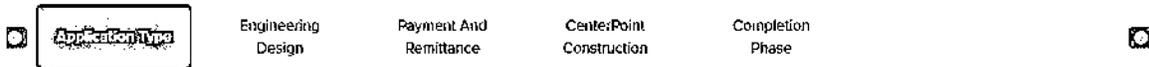
Sending a message

- The messaging tool can be used at any stage in the portal
- On the Dashboard, locate the project. Click the Actions field and select the View Details option
- When in the project, locate and click the messaging icon at the top right corner of the project screen

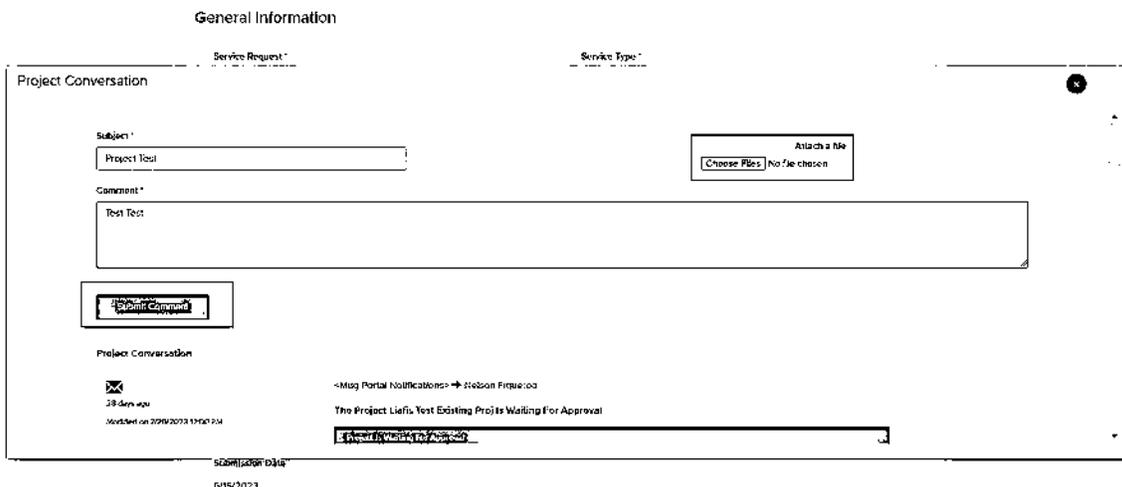
Home > Dashboard > Edit Project - Application Type



Outage User Guide Test



- When in the project, locate and click the messaging icon at the top right corner of the project screen
- A project conversation popup window will be displayed
- Documents can be attached in the messaging tool



- o An email notification will be sent to all customer contacts and assigned major underground representative.
- o The body of the email notification will contain the details on the message that was entered in in the messaging tool

Project Conversation

 28 days ago
Modified on 7/20/2023 12:00 PM

<Mug Portal Notifications> → Nelson Figueroa

The Project List is Test Existing Projects Waiting For Approval

[Click Here to Approve or Reject](#)

The above Project submitted on June 15, 2023 and assigned on June 22, 2023 is waiting for approval. Please click on the link below to Approve or Reject the Project.

Project Name: Lita's Test Existing Proj

This message was automatically sent by CenterPoint Energy Major Underground Portal.
PLEASE DO NOT REPLY TO THIS EMAIL.

Res,
CenterPoint Major Underground team.

 about a month ago
Modified on 7/13/2023 12:00 PM

<Mug Portal Notifications> → Nelson Figueroa

The Project List is Test Existing Projects Waiting For Approval

[Click Here to Approve or Reject](#)

Message history

- o A history of all the messages is saved in the project messaging tool
- o Use the scroll bar to view all previous messages related to the selected project

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PUC DOCKET NO. 56211
SOAH DOCKET NO. 473-24-13232**

**ENVIRONMENTAL DEFENSE FUND
REQUEST NO.: EDF-RFI01-13**

QUESTION:

Please provide, to the extent available, for each month during the period 2020 through 2023:

- a. The number of customers with pending service energization requests;
- b. The number of customers with pending service energization requests seeking to operate electric MHDVs.

ANSWER:

- a. Please see supporting attachment "MVI-MHDV Total Pending.xlsx" for total new service application compared to new MHDV pending projects, period 2020 through 2023.
- b. Please see supporting attachment "MVI-MHDV Total Pending.xlsx" for total new service application compared to new MHDV pending projects, period 2020 through 2023.

SPONSOR:

Rina Harris

RESPONSIVE DOCUMENTS:

EDF RFI 01-13: MVI-MHDV Total Pending.xlsx

Date	Total Pending Distribution Move In Orders (MVI)	Total Pending MHDV Orders
1/1/2020	2	0
2/1/2020	163	0
3/1/2020	1935	0
4/1/2020	3492	1
5/1/2020	4442	1
6/1/2020	5032	1
7/1/2020	5685	1
8/1/2020	6000	0
9/1/2020	6275	0
10/1/2020	6583	0
11/1/2020	5220	0
12/1/2020	5475	1
1/1/2021	5893	1
2/1/2021	3781	3
3/1/2021	5715	5
4/1/2021	5768	7
5/1/2021	4729	7
6/1/2021	5277	7
7/1/2021	6013	7
8/1/2021	5537	7
9/1/2021	5217	7
10/1/2021	5606	7
11/1/2021	5013	7
12/1/2021	5177	8
1/1/2022	4612	9
2/1/2022	4080	9
3/1/2022	5579	9
4/1/2022	5064	9
5/1/2022	4772	9
6/1/2022	5123	9
7/1/2022	4240	9
8/1/2022	5968	9
9/1/2022	5034	9
10/1/2022	4807	9
11/1/2022	3996	9
12/1/2022	4308	9
1/1/2023	4999	8
2/1/2023	4494	7
3/1/2023	6880	6
4/1/2023	5269	6
5/1/2023	5452	6
6/1/2023	5734	5
7/1/2023	6143	5
8/1/2023	6906	5
9/1/2023	6333	5
10/1/2023	7020	3
11/1/2023	5743	3
12/1/2023	5159	2

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PUC DOCKET NO. 56211
SOAH DOCKET NO. 473-24-13232**

**ENVIRONMENTAL DEFENSE FUND
REQUEST NO.: EDF-RFI01-14**

QUESTION:

Please provide, to the extent available, for each year 2020 through 2023:

- a. The average elapsed time between service application and energization/interconnection for distribution customers;
- b. The average elapsed time between service application and energization/interconnection for distribution customers operating electric MHDVs that will not inject electricity into the Company's distribution system;
- c. The average elapsed time between service application and energization/interconnection for distribution customers operating electric MHDVs that, either alone or in conjunction with other behind-the-meter equipment, may inject electricity into the Company's distribution system.

ANSWER:

1. On projects which require construction of Distribution facilities to serve a new load, CenterPoint Houston does not track project lifecycle from application to service interconnection. However, for project served by Overhead, pole mounted distribution, typically 500 KVA and less, CenterPoint Houston tracks project life cycle from Application to utility construction completion for projects created after April 10, 2023. This Average throughput timeframe is approximately 15 weeks, please see attached document "ESR-End-to-End-Report-April-2024.xlsx".

On projects that require 501 KVA and greater, which typically require a padmounted transformer, the approximate timeframe from application to construction completion is 46.35 weeks across 432 project between year 2020 and 2023.

2. CenterPoint Houston received 11 MHDV new service requests between 2020 and 2023, and average project life cycle is approximately 70 weeks from project receipt to meter interconnection. MHDV projects are supported by a single point of contact in Distribution Accounts to ensure a consistent customer experience across the entire service territory, which supports project tracking from initiation to service interconnection.

MHDV projects are served by Padmounted transformers which require customer civil construction to build underground cable duct bank. Due to this requirement, construction lifecycle timelines vary between projects as scope, scale and customer construction timeframes differ.

3. CenterPoint Houston does not have any MHDV projects in the queue that, either alone or in conjunction with other behind-the-meter equipment, may inject electricity into the distribution system. See response to EDF RFI 01-12(B) for typical process and timeline to interconnect.

The attachment EDF-RFI01-14 ESR-End-to-End-Report-April-2024 - Header.xlsx is voluminous and will be provided in electronic format only.

SPONSOR:

Rina Harris/David Mercado

RESPONSIVE DOCUMENTS:

EDF RFI 01-14: ESR-End-to-End-Report-April-2024.xlsx

EDF RFI 01-14: MHDV Project Lifecycle.xlsx

Customer	Project Reference	Project initiation	Meter Interconnection	Project Duration
Amazon	DHX1 Facility	3/22/2022	5/31/2023	435
Amazon	DH03 Facility	1/12/2022	12/9/2022	331
Amazon	DH08 Facility	12/9/2020	1/17/2023	769
Amazon	DHX4 Facility	11/19/2020	2/9/2023	812
Amazon	DHX3 Facility	3/18/2020	7/17/2020	121
Metropolitan Transit Authority	West Bus Operating Facility	2/8/2022	9/7/2023	576
Metropolitan Transit Authority	Kashmere Maintenance Facility	3/28/2022	9/8/2023	529
Metropolitan Transit Authority	Polk Bus Operating Facility	2/8/2022	11/9/2023	639
FEDEX	2795 Holly Hall	2/22/2023	4/14/2024	417
FEDEX	5200 west Greens Rd	12/11/2022	1/21/2024	406
FEDEX	10555 S Sam Houston Pkwy	11/28/2022	11/19/2023	356

Average Project lifecycle (in weeks):

70.01

**CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PUC DOCKET NO. 56211
SOAH DOCKET NO. 473-24-13232**

**ENVIRONMENTAL DEFENSE FUND
REQUEST NO.: EDF-RFI01-15**

QUESTION:

Refer to direct testimony of Eric Easton page 51, lines 2-5 ("The Company expects total hydrogen demand to increase five fold between now and 2050.") To the extent available, please provide the Company's projections of:

- a. Electric loads related to hydrogen production, transportation, and storage.
- b. The proportion of hydrogen demand attributable to hydrogen-fueled vehicles.

ANSWER:

- a. The Company currently does not have any projections of load related to hydrogen production, transportation, and storage. Refer to the footnotes 8 and 9 on page 51 of Eric Easton's Direct Testimony.
- b. See response above.

SPONSOR:
Eric Easton

RESPONSIVE DOCUMENTS:
None

CENTERPOINT ENERGY HOUSTON ELECTRIC, LLC
PUC DOCKET NO. 56211
SOAH DOCKET NO. 473-24-13232

ENVIRONMENTAL DEFENSE FUND
REQUEST NO.: EDF-RFP01-01

QUESTION:

Refer to RFI EDF 1-2 and direct testimony of Rina Harris (page 10, lines 15-18) ("As the charging infrastructure continues to grow and, in some cases, begins to cluster in certain areas, the Company may begin to realize grid constraints that make it costly to upgrade service to the customers."). Please provide any studies, analyses, or other relevant documents (internal or external) that identify:

- a. Where such clustering may occur;
- b. The magnitude of such clustering (as measured by, as available, MW of load, number of customers, and number of vehicles);
- c. The timing when such clustering may occur;
- d. Any other relevant findings related to electric load growth related to EV clustering.

ANSWER:

- a. See document 'Eroadmap Tool Screenshot.pdf' for visual representation of CenterPoint Houston Service Territory with Electric Power Research Institute's (EPRI) 'Gridfast' electrification projection overlay. This tool illustrates 'clustering' of proposed Megawatt Hour usage rate.
- b. See document 'Eroadmap Tool Screenshot.pdf' which illustrates the load density referenced in Megawatt Hour
- c. See document 'Eroadmap Tool Screenshot.pdf' which illustrates time lapsed MHDV Megawatt Hour projected growth between 2024 and 2030.
- d. For excerpts from commissioned study by West Monroe, see document 'CNP_EV_whitepaper WM_edit.PDF'

SPONSOR:

Rina Harris

RESPONSIVE DOCUMENTS:

EDF RFP 01-01: Eroadmap Tool Screenshot.pdf
EDF RFP 01-01: CNP_EV_whitepaper WM_edit.pdf

TRANSPORTATION ELECTRIFICATION

Executive Overview White Paper

CenterPoint Energy eMobility



October 2022

Table of Contents

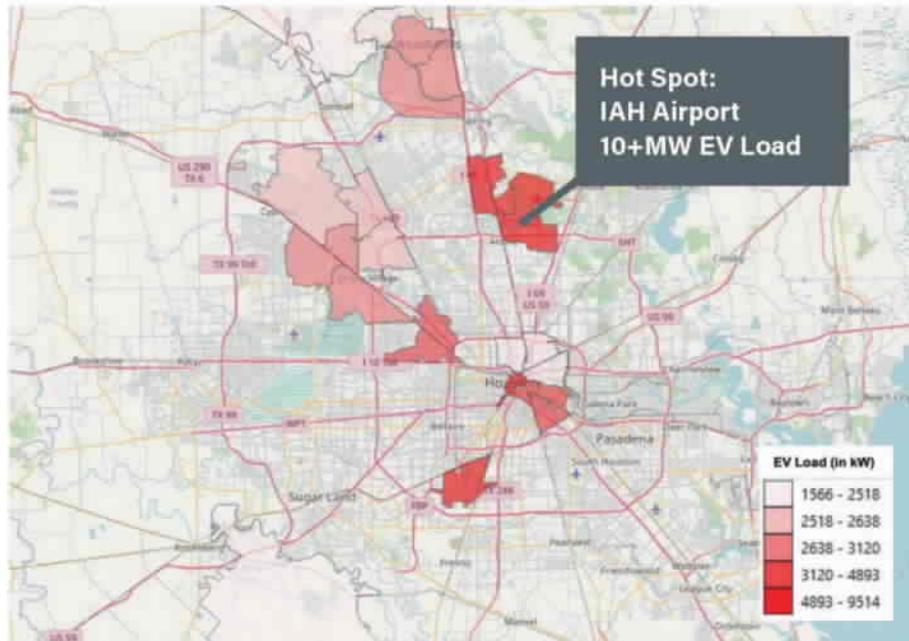
- 2** Transportation Electrification and CenterPoint Energy
- 9** Planning for Transportation Electrification
- 12** Resilience and Electric Vehicle Growth
- 14** Air Quality Impact in CenterPoint Energy Communities
- 16** Community Support through Action and Collaboration
- 20** Transportation Electrification and CenterPoint Energy Operations
- 26** An EV Future of Opportunity

A decorative graphic consisting of two overlapping circles. The larger circle in the background is a dark teal color, and the smaller circle in the foreground is a light blue color. The text is centered within the light blue circle.

The purpose of this White Paper is to define the key elements of Transportation Electrification and outline the drivers of this growth opportunity for CenterPoint Energy, how this market development can affect the organization from load growth to resiliency challenges, as well as be a guide to leaders of all departments to formulate adaptive strategies.

TRANSPORTATION ELECTRIFICATION - EXECUTIVE OVERVIEW

EV LOAD HOT SPOTS BY ZIP CODE



The growth of EV load, and associated hot spots as show in the diagram above⁵, brings with it escalating new service requests for electric vehicle chargers from residential, commercial, industrial and public sector customers, who will utilize one of the three categories of chargers shown at the right.

These EV charger service requests will drive capital spending requirements at the point of service and across the grid network, in some cases doubling capacity demand on circuits.

KEY FINDING

High adoption EV circuits in CNP's Houston service territory may experience more than a doubling of load from EV growth

EV charger types & power levels



Level 2
10 – 19 kW



DC Fast Charger
50 – 250 kW

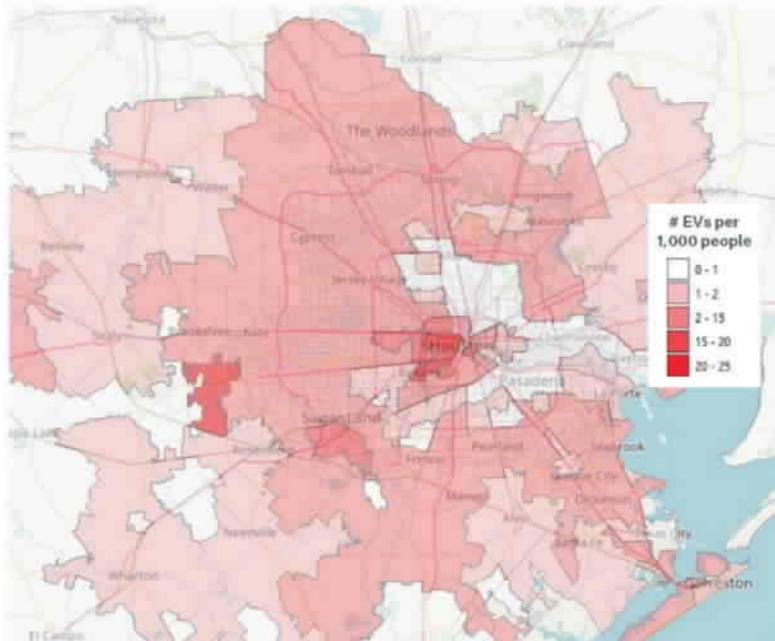


Ultra Fast Charger
350+ kW

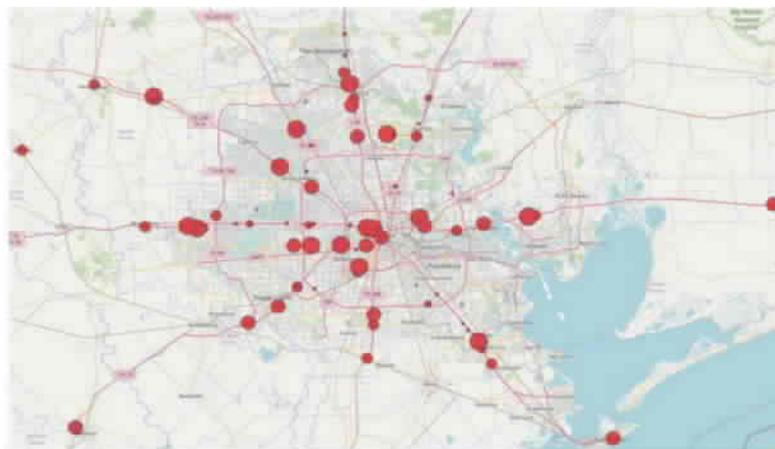
⁵ Source: West Monroe

TRANSPORTATION ELECTRIFICATION - EXECUTIVE OVERVIEW

EV LOAD HOT SPOTS BY ZIP CODE



EXISTING / PLANNED CHARGER LOCATIONS IN CNP'S HOUSTON TERRITORY⁷

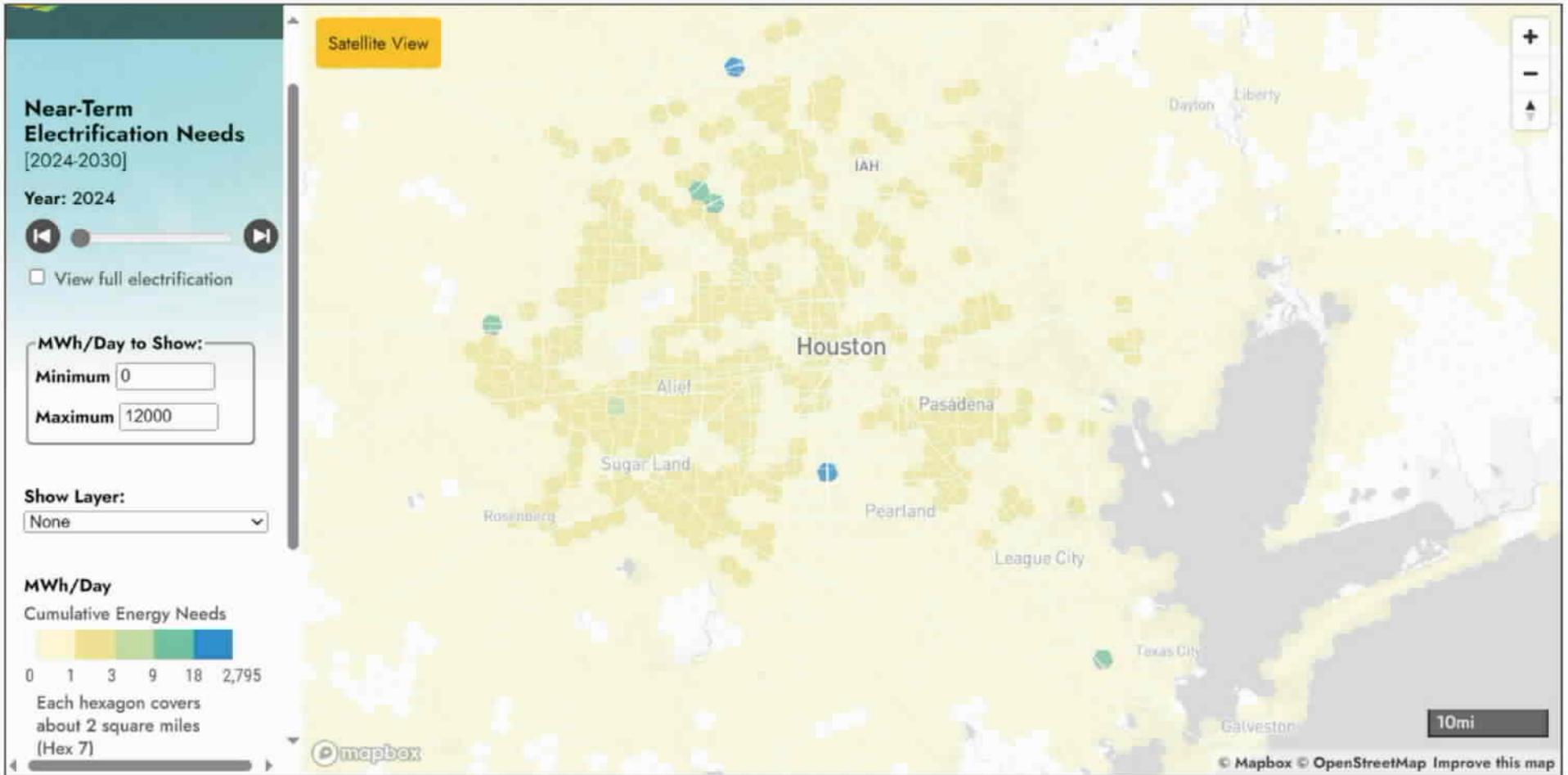


Despite the expectation of significant growth of transportation electrification in the Greater Houston area, there remains significant barriers to EV adoption across all customer segments. With the projected growth of the EV market and the robust goals set by community organizations like Evolve Houston, it is paramount to identify and explore the barriers to EV adoption.

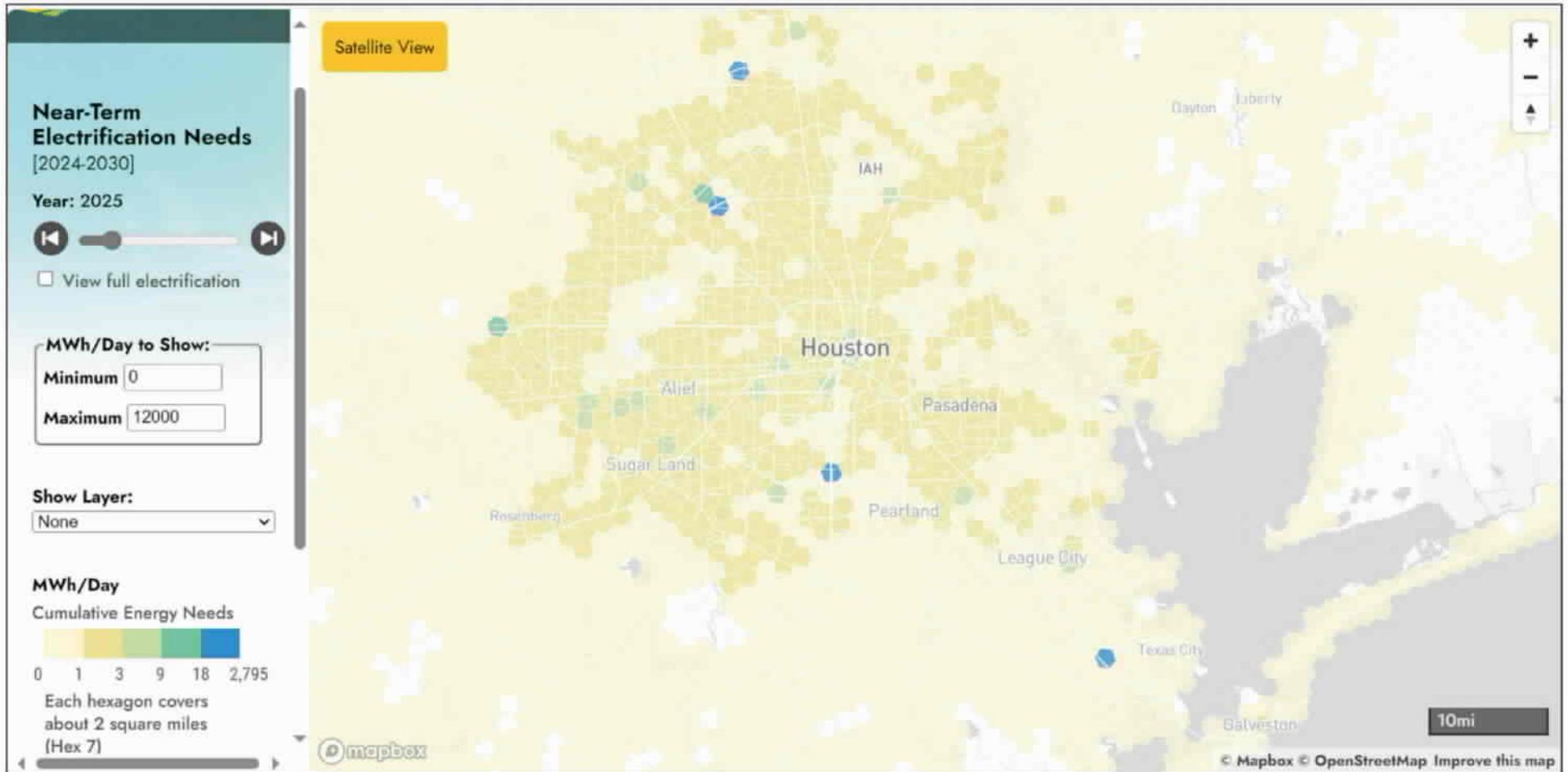
CenterPoint's recent Transportation Electrification Study found that 50% of residential EVs are concentrated in 20% of Houston zip codes today, a trend that is expected to continue under current market conditions. Equitable access to the benefits of electric transportation will only be achieved once all of the factors on page 19 are addressed. And because some of these accessibility issues are only loosely within CNP's control, the importance of community partners participation is paramount.

Barriers to Transportation Electrification present opportunities for CenterPoint through its partnerships to improve access to electrified transport in their preferred mode of transportation.

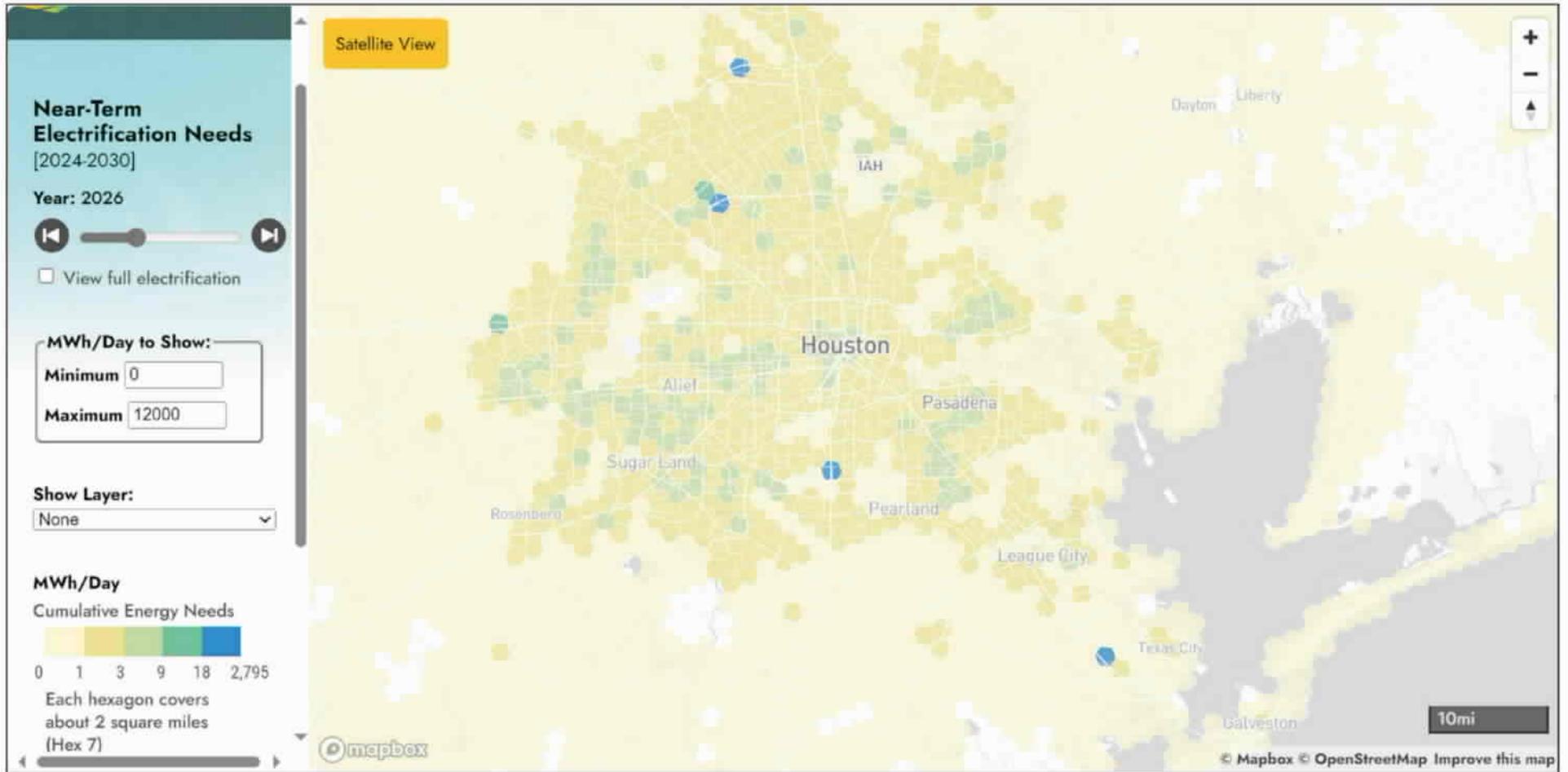
Year 2024



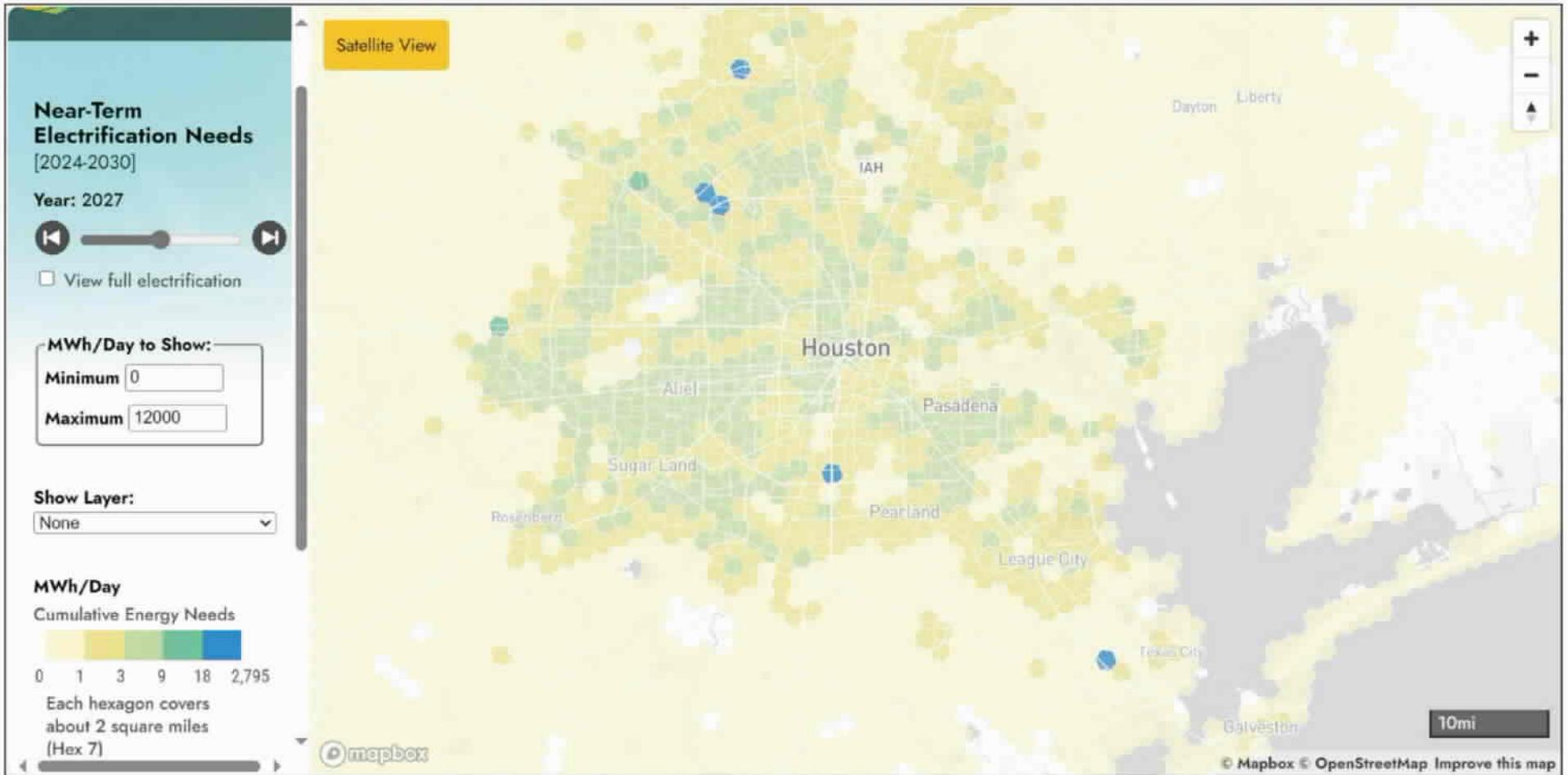
Year 2025



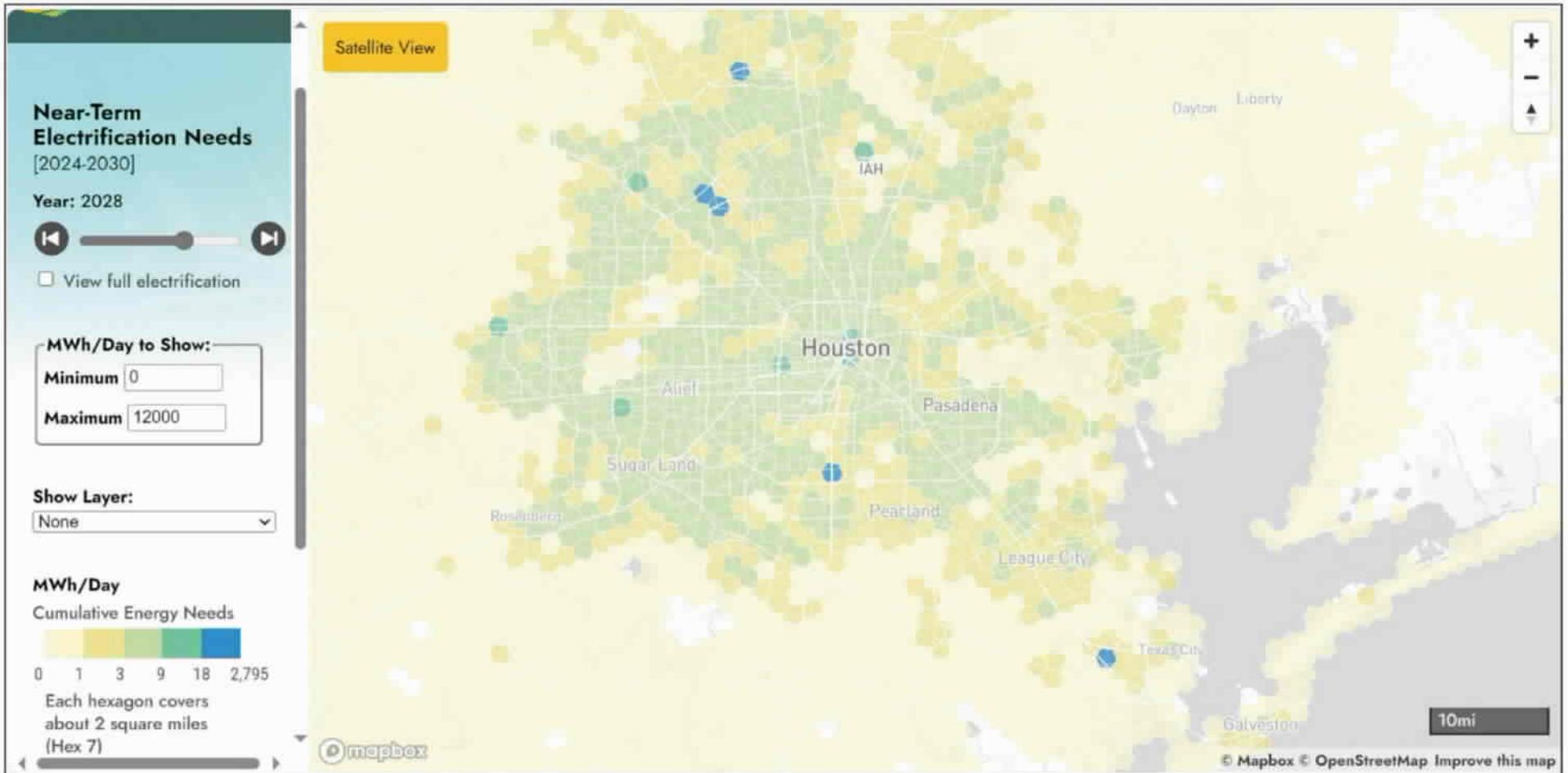
Year 2026



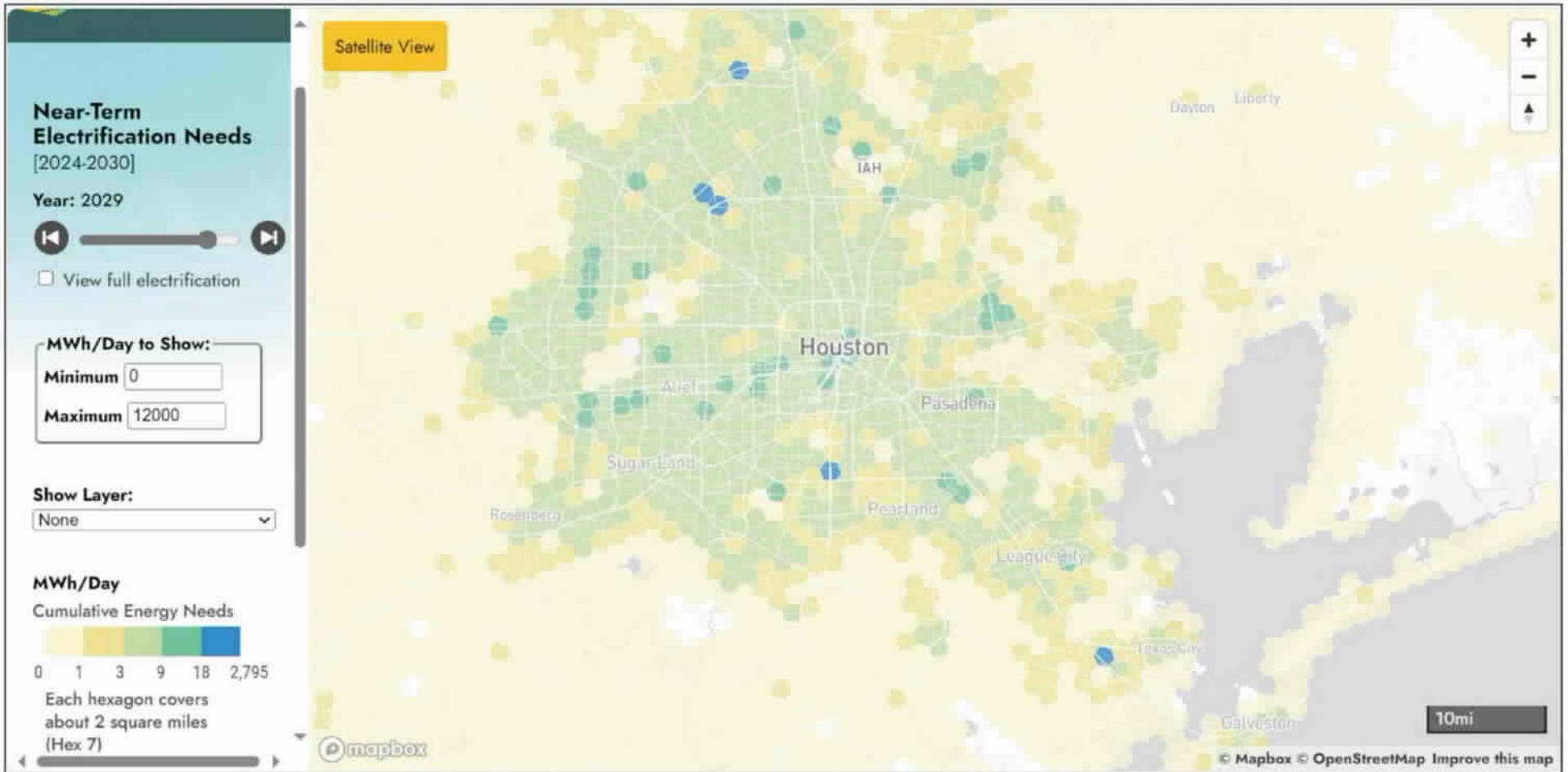
Year 2027



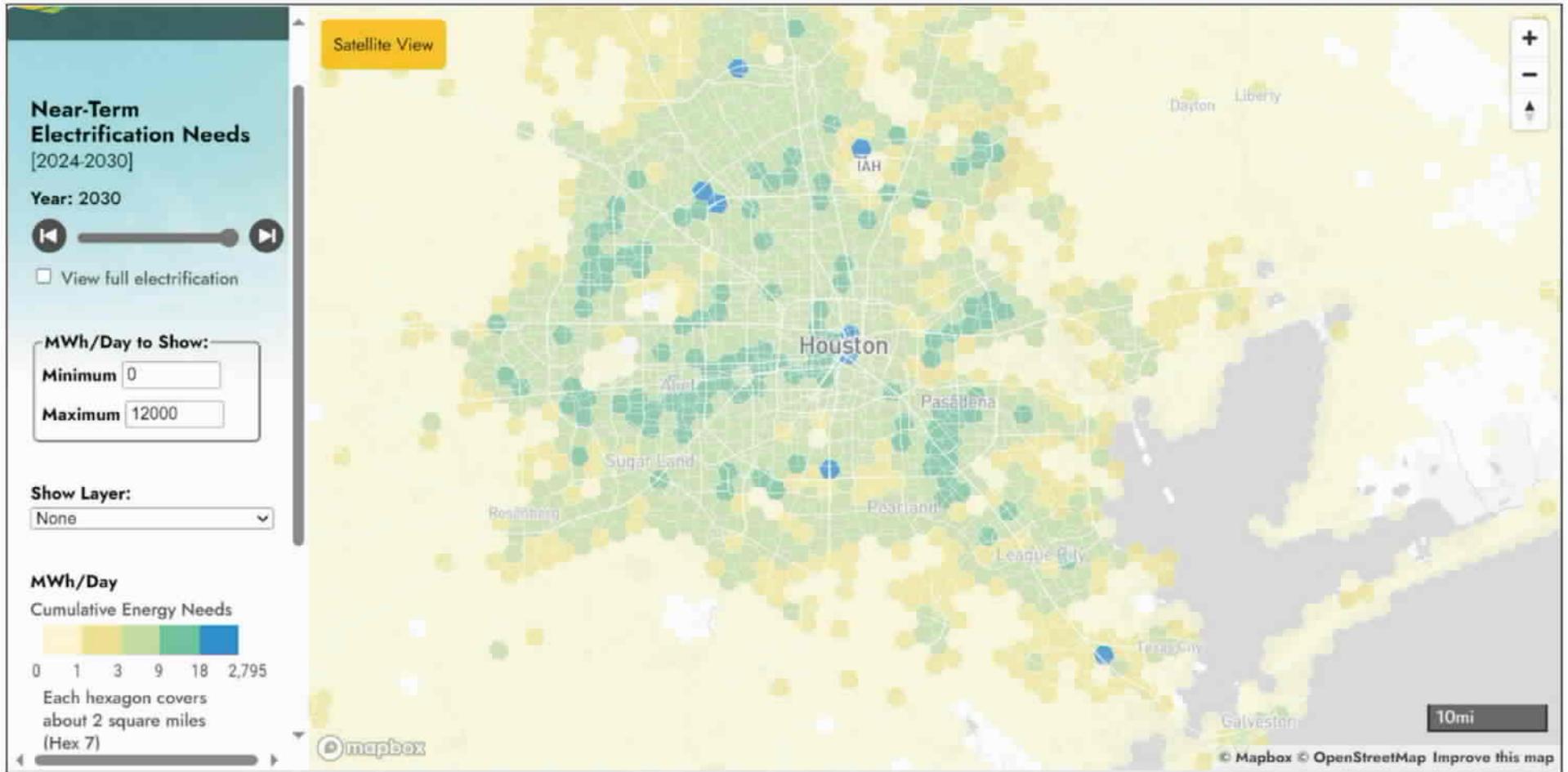
Year 2028



Year 2029

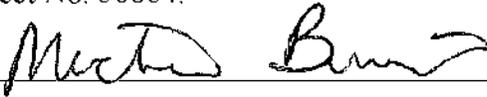


Year 2030



CERTIFICATE OF SERVICE

I certify that on May 6, 2024, this document was filed with the Public Utility Commission of Texas in Docket No. 56211, and a true and correct copy of it was served by electronic mail on all parties of record in this proceeding in accordance with the Second Order Suspending Rules issued in Project No. 50664.



The following files are not convertible:

Header.xlsx	EDF-RFI01-13 MVI-MHDV Total Pending -
April-2024 - Header.xlsx	EDF-RFI01-14 ESR-End-to-End-Report-
Header.xlsx	EDF-RFI01-14 MHDV Project Lifecycle -

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.