

User Guide for REP User

Home Page

This document will cover the features and functions of the REP-Portal site. The features on this site include the following:

- User Guide – provides instructions for use of website and available features
- Contact Us – provides instructions on how to contact TNMP support for questions about the site
- Retail Market Notices – provide listing of past Retail Market notices sent by TNMP
- LOGIN – provides access for existing registered users
- New User – provides for new user registration
 - First time Log In
- Forgot Password – provides a method to reset a registered users password
- Home Page –
 - My Profile
 - Premise Search
 - On Demand Read
 - Tampering
 - SafetyNet
 - Reports
 - Request LOA
 - ESI ID Look Up
- Valid device listing – review for list of compatible device / OS / browsers combination

Functions on the LOGIN Start Page

USER GUIDE:

Below is a screenshot of the LOGIN start page. On this page you will find a link on the bottom left corner for access to the User Guide. The User Guide is a document with step by step instructions on how to use the REP-Portal site.

The screenshot displays the TNMP LOGIN start page. At the top left is the TNMP logo. At the top right is a 'Contact Us' link. The central focus is a login form titled 'LOGIN'. It contains an 'Email Address' field with the text 'userguide@ysmail.com', a 'Password' field with masked characters, and a 'Remember Me?' checkbox. Below the form is a yellow 'LOG IN' button. At the bottom of the form are links for 'Forgot Password' and 'New User'. The footer of the page includes a 'User Guide' link circled in green, 'Retail Market Notices', and a copyright notice '© 2019 TNMP'.

Functions on the LOGIN Start Page, cont.

CONTACT US:

Also contained in the LOGIN start page screen shot above is the link to the Contact Us page. Clicking on the Contact Us link will open the Contact Information Page.

The screenshot shows the TNMP Contact Us page. At the top left is the TNMP logo, and at the top right is the text 'Contact Us'. The main content area is divided into two sections. The first section, 'Contact Information', displays the contact number '(800) 738-5579' and two email addresses: 'Use.foa@tnmp.com for issue with usage data request.' and 'Use.MPRelations@tnmp.com for all other issues.'. The second section, 'Submit a Problem', contains several input fields: 'Email Address' (text input), 'Contact Number' (text input), 'Problem Type' (dropdown menu with '-- Select Problem Type --'), and 'Problem Description' (text area). To the right of these fields is a CAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom of the form are two buttons: 'CLEAR' and 'SUBMIT'. The footer of the page includes 'User Guide', 'Retail Market Notices', and '© 2019 TNMP'.

This new page displays two different sections. The top section provides phone numbers that can be used to reach the support team. This section also provides an email address where you can send questions to directly.

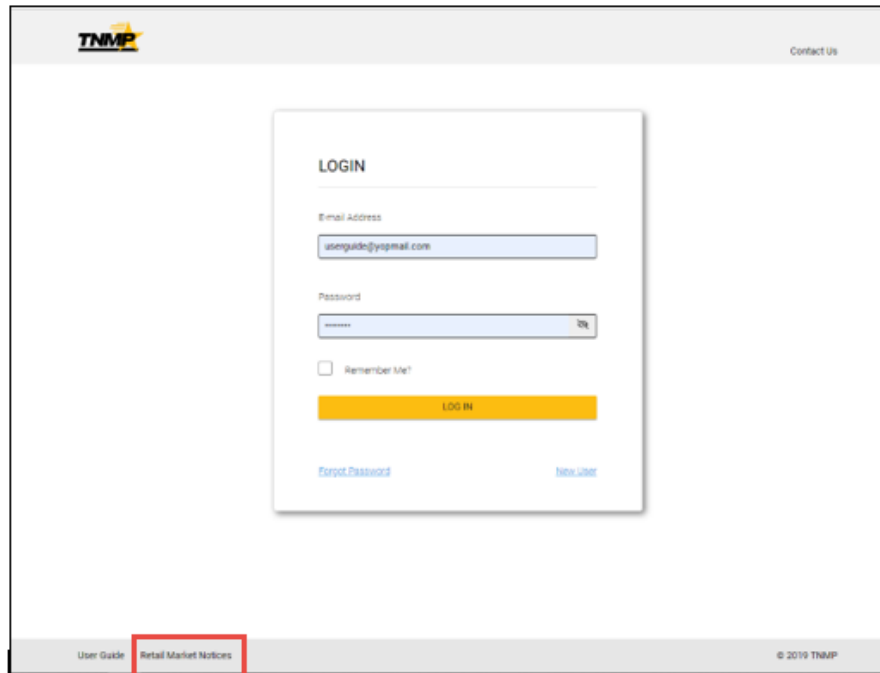
The lower section of the screen can be used to send the support team an email directly from the web page. There are a few required inputs to complete this action.

- Email Address
- Contact Number
- Problem Type
- Problem Description
- Select "I'm not a robot" check box

Finally, clicking on the "SUBMIT" button will submit your query to TNMP.

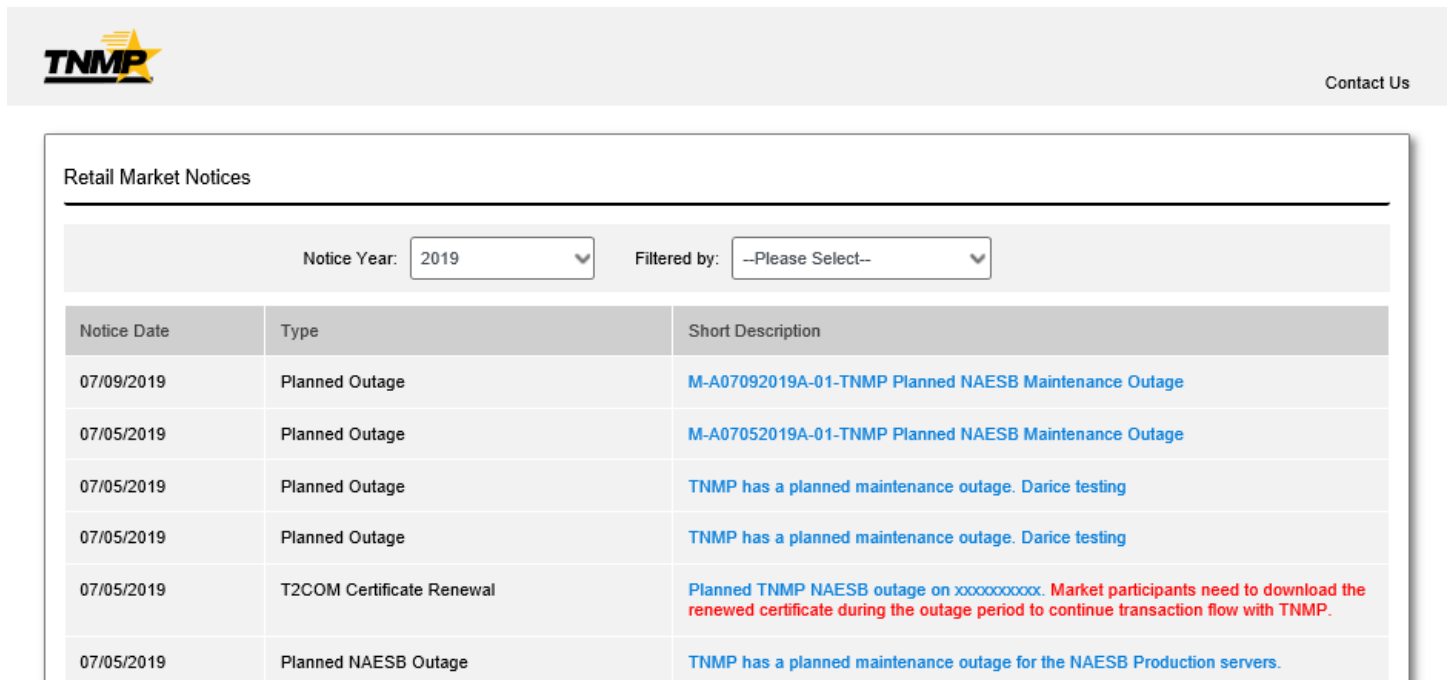
Functions on the LOGIN Start Page, cont.

Retail Market Notices



The LOGIN start page also has a Retail Market Notices link. Selecting this link will open a web page and display all past Market Notices sent by TNMP. Use of this function does not require user log in.

The following screen shot represent the default view.



Notice Date	Type	Short Description
07/09/2019	Planned Outage	M-A07092019A-01-TNMP Planned NAESB Maintenance Outage
07/05/2019	Planned Outage	M-A07052019A-01-TNMP Planned NAESB Maintenance Outage
07/05/2019	Planned Outage	TNMP has a planned maintenance outage. Darice testing
07/05/2019	Planned Outage	TNMP has a planned maintenance outage. Darice testing
07/05/2019	T2COM Certificate Renewal	Planned TNMP NAESB outage on xxxxxxxxxx. Market participants need to download the renewed certificate during the outage period to continue transaction flow with TNMP.
07/05/2019	Planned NAESB Outage	TNMP has a planned maintenance outage for the NAESB Production servers.

Functions on the LOGIN Start Page, cont.

The screen can be filtered by year and Market Notice type.

Notice Year: 2019 Filtered by: --Please Select--

Notice Date	Type	Short	Description
07/09/2019	Planned Outage	M-A0	Planned NAESB Maintenance Outage
07/05/2019	Planned Outage	M-A07052019A-01-TNMP	Planned NAESB Maintenance Outage

Finally, selecting the blue text in the Short Description will open a window and present additional detail related to the Market Notice.

TNMP Planned Outage

Notice Date
7/9/2019 12:00:00 AM

Notice Type
Initial

Intended Audience
All Market Participants

Days Affected
07/26/2019 12:00:00 CST To 07/26/2019 12:00:00 CST

Short Description
M-A07092019A-01-TNMP Planned NAESB Maintenance Outage

Long Description
TNMP has a planned maintenance outage for the Production Servers.

- TNMP shall be unable to send/receive transactions during this period and requests market participants to hold all transactions and resend them once the outage is complete.
- TNMP delivery of LSE files delayed on xxxxxx for read date of xxxxxx. Delivery of these LSE files will be sent to both ERCOT and SMTP by approximately end of day xxxxxxxx.

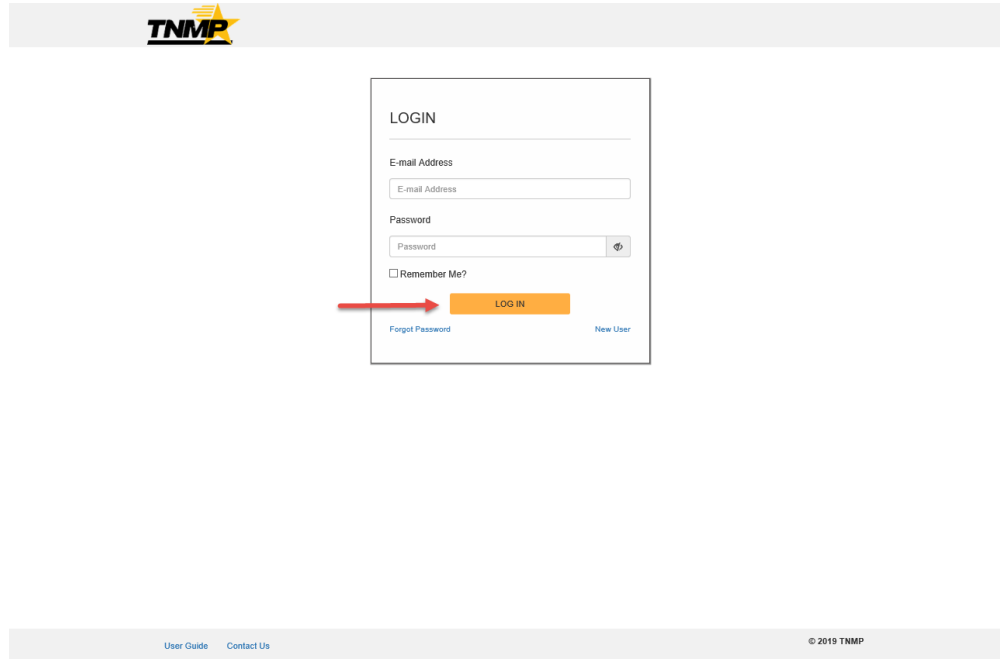
Addition Information
No Additional Information at this point.

Contact
We apologize for any issue this may cause and appreciate everyone's co-operation. Please contact TNMP's Call Center at 888-866-7456 for **Emergency Reconnect situations**. In case of any questions, please contact: ediapplications@pnmresources.com

Functions on the LOGIN Start Page, cont.

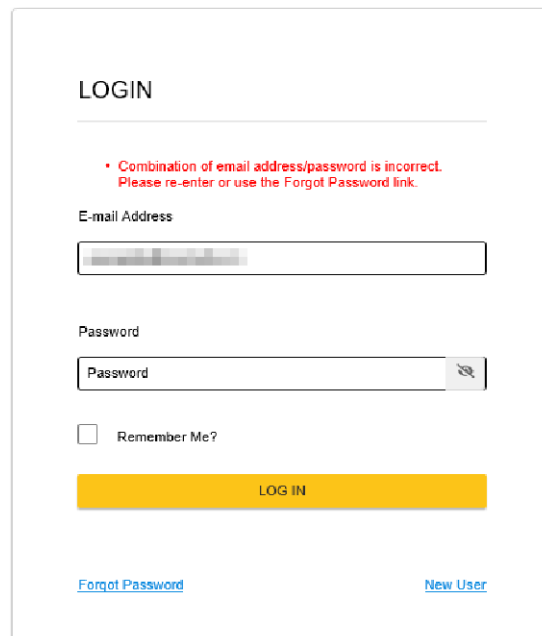
LOGIN:

Continuing the LOGIN start page you have the “Log in” function. This feature is intended to work for registered users. This function requires the user to enter a valid Email Address and Password. With a valid Email address and password, when the user clicks on the “Log in” they will be taken to the REP-Portal site home page.



The screenshot shows the TNMP logo at the top left. Below it is a white box containing the login form. The form has the following elements: a title "LOGIN", an "E-mail Address" input field, a "Password" input field with a toggle icon, a "Remember Me?" checkbox, a yellow "LOG IN" button, and two links: "Forgot Password" and "New User". A red arrow points to the "LOG IN" button. At the bottom of the page, there is a footer with "User Guide", "Contact Us", and "© 2019 TNMP".

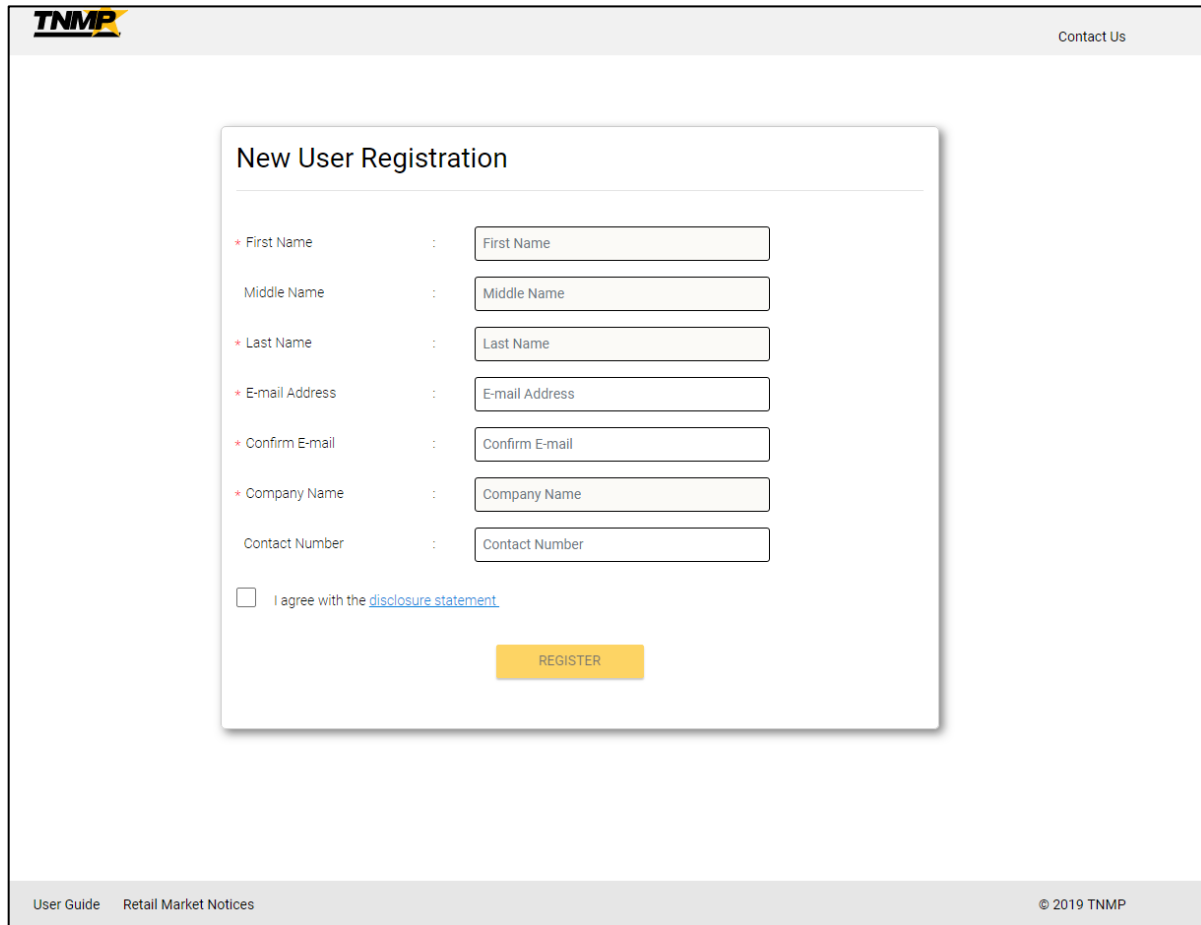
If the user enters an invalid Email Address or an invalid password, they will get a warning message as demonstrated in the red text below.



The screenshot shows the same login form as above, but with a red error message displayed above the input fields: "• Combination of email address/password is incorrect. Please re-enter or use the Forgot Password link." The "LOG IN" button is now yellow. The "Forgot Password" and "New User" links are also visible at the bottom.

NEW USER:

The next feature on the LOGIN start page is the New User link. Selecting this link will navigate the users to new user registration page for account creation. See screenshot below.



The screenshot shows the 'New User Registration' form on the TNMP website. The form is titled 'New User Registration' and is located in the center of the page. It contains several input fields and a checkbox. The fields are: First Name, Middle Name, Last Name, E-mail Address, Confirm E-mail, Company Name, and Contact Number. Each field is preceded by a red asterisk, indicating that these fields are required. Below the fields is a checkbox with the text 'I agree with the [disclosure statement](#)'. A yellow 'REGISTER' button is located at the bottom of the form. The page header includes the TNMP logo and a 'Contact Us' link. The footer includes links for 'User Guide' and 'Retail Market Notices', and a copyright notice for '© 2019 TNMP'.

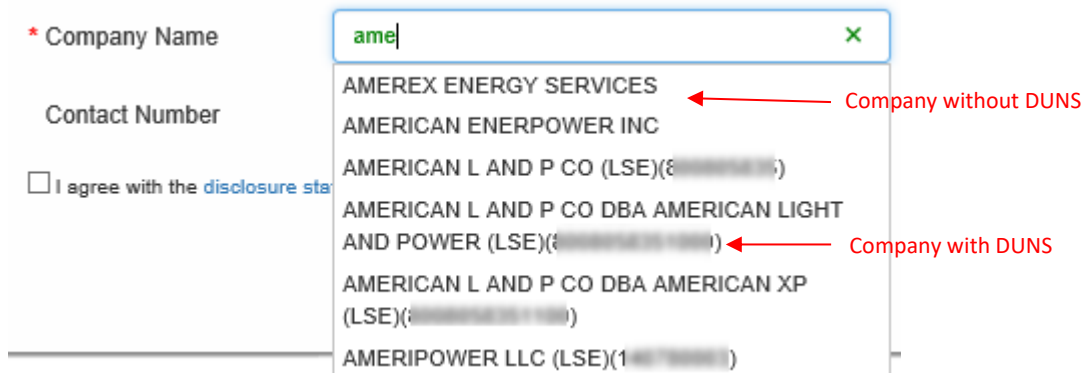
The New User Registration page requires the following inputs:

- First Name
- Last Name
- Email Address
- Confirm Email Address
- Company Name
- Checking – “I agree with the disclosure statement”

After the first 3 characters are entered in the Company Name field the application will auto populate with matching Company Name for selection. If no match is present the user will need to contact the LOA support team.

New User Registration, cont.

Each Company will have a DUNS number associated with it. If the new user chooses a Company without DUNS number, then that login will have only “Request LOA” option available on home screen after login.



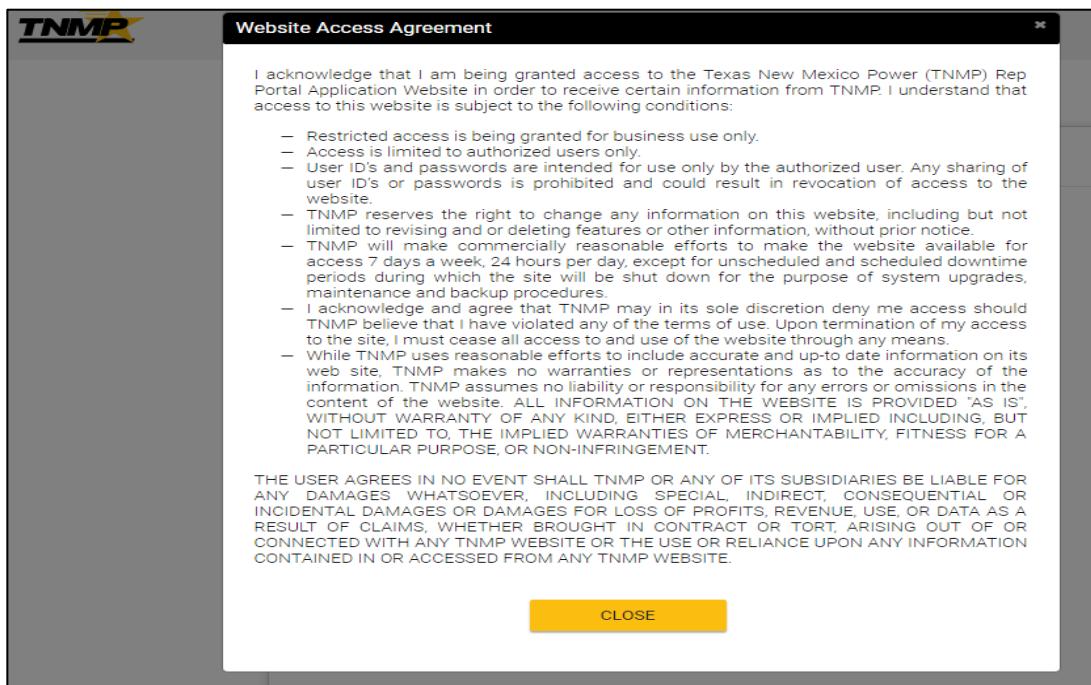
The screenshot shows a registration form with the following fields and options:

- * Company Name:** A dropdown menu is open, showing a list of companies. The text "ame|" is visible in the search box. The list includes:
 - AMEREX ENERGY SERVICES (indicated as "Company without DUNS")
 - AMERICAN ENERPOWER INC
 - AMERICAN L AND P CO (LSE)([redacted])
 - AMERICAN L AND P CO DBA AMERICAN LIGHT AND POWER (LSE)([redacted]) (indicated as "Company with DUNS")
 - AMERICAN L AND P CO DBA AMERICAN XP (LSE)([redacted])
 - AMERIPOWER LLC (LSE)(1 [redacted])
- Contact Number:** An empty text input field.
- I agree with the [disclosure statement](#)

Checking the “I Agree with the disclosure statement” check box will display the Website Access Agreement, select Close on the Website Access Agreement and then select the “REGISTER” button.

Website Access Agreement:

During the New User Registration process, you will be presented with the Website Access Agreement for important access information. You must agree to the Terms of Use to access any proprietary information contained within the REP-Portal site.



The screenshot shows a dialog box titled "Website Access Agreement" with the TNMP logo in the top left corner. The text inside the dialog reads:

I acknowledge that I am being granted access to the Texas New Mexico Power (TNMP) Rep Portal Application Website in order to receive certain information from TNMP. I understand that access to this website is subject to the following conditions:

- Restricted access is being granted for business use only.
- Access is limited to authorized users only.
- User ID's and passwords are intended for use only by the authorized user. Any sharing of user ID's or passwords is prohibited and could result in revocation of access to the website.
- TNMP reserves the right to change any information on this website, including but not limited to revising and or deleting features or other information, without prior notice.
- TNMP will make commercially reasonable efforts to make the website available for access 7 days a week, 24 hours per day, except for unscheduled and scheduled downtime periods during which the site will be shut down for the purpose of system upgrades, maintenance and backup procedures.
- I acknowledge and agree that TNMP may in its sole discretion deny me access should TNMP believe that I have violated any of the terms of use. Upon termination of my access to the site, I must cease all access to and use of the website through any means.
- While TNMP uses reasonable efforts to include accurate and up-to date information on its web site, TNMP makes no warranties or representations as to the accuracy of the information. TNMP assumes no liability or responsibility for any errors or omissions in the content of the website. ALL INFORMATION ON THE WEBSITE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

THE USER AGREES IN NO EVENT SHALL TNMP OR ANY OF ITS SUBSIDIARIES BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR DAMAGES FOR LOSS OF PROFITS, REVENUE, USE, OR DATA AS A RESULT OF CLAIMS, WHETHER BROUGHT IN CONTRACT OR TORT, ARISING OUT OF OR CONNECTED WITH ANY TNMP WEBSITE OR THE USE OR RELIANCE UPON ANY INFORMATION CONTAINED IN OR ACCESSED FROM ANY TNMP WEBSITE.

A yellow "CLOSE" button is located at the bottom center of the dialog box.

After clicking “Register” the request is submitted for review and approval. Once approved an email will be sent to the user with a link to the Login page and a One-time password.

Functions on the LOGIN Start Page, cont.

FORGOT PASSWORD:

The last feature on the LOGIN start page is the Forgot Password function. If a user cannot remember their password for this website, they can select the “Forgot Password” link. This will redirect the user to a Change Password window.

A screenshot of a web form titled "LOGIN". The form contains the following elements: a horizontal line, a label "E-mail Address" above a text input field with the placeholder "E-mail Address", a label "Password" above a text input field with the placeholder "Password" and a small eye icon to its right, a checkbox labeled "Remember Me?", an orange button labeled "LOG IN", and two blue links: "Forgot Password" on the left and "New User" on the right. A red arrow points from the left towards the "Forgot Password" link.

Within the Change Password window, the user will be required to enter a valid registered email and then select the “SEND TEMPORARY PASSWORD” button.

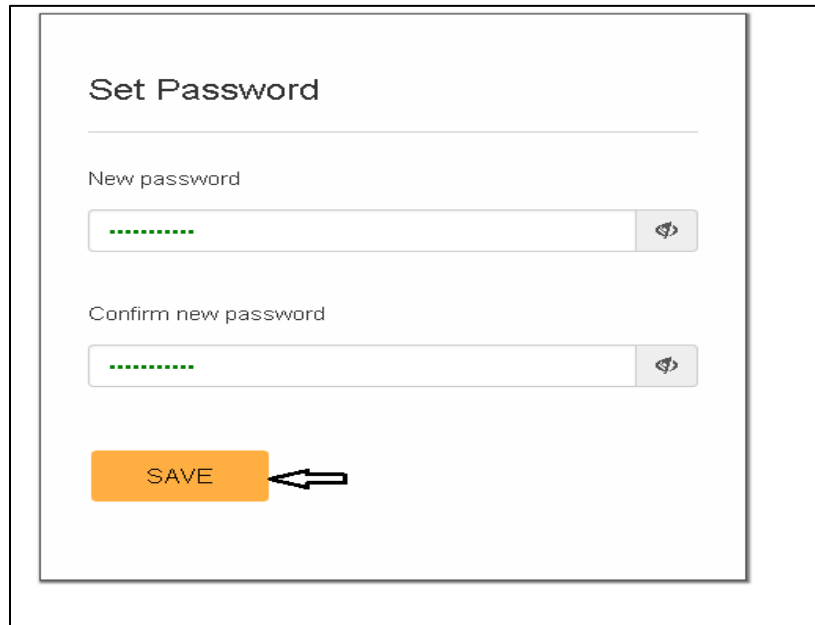
A screenshot of a web form titled "Change Password". The form contains the following elements: a horizontal line, a label "Enter E-mail Address" above a text input field with the placeholder "Enter E-mail Address", and a yellow button labeled "SEND TEMPORARY PASSWORD". A red arrow points from the left towards the "SEND TEMPORARY PASSWORD" button.

The user will then need to follow the process to enter a new permanent password.

Functions on the LOGIN Start Page, cont.

FIRST TIME LOGIN:

The first time a user logs into the REP-Portal site they will be using the One Time Temporary password provided in the user registration process. The system will recognize this as the user's first time log in and require the user to change their password. The system will automatically open the Set Password page as displayed below.



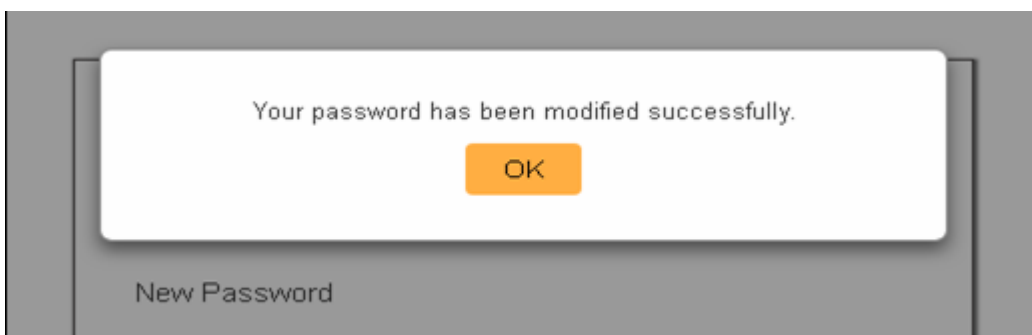
Set Password

New password

Confirm new password

SAVE

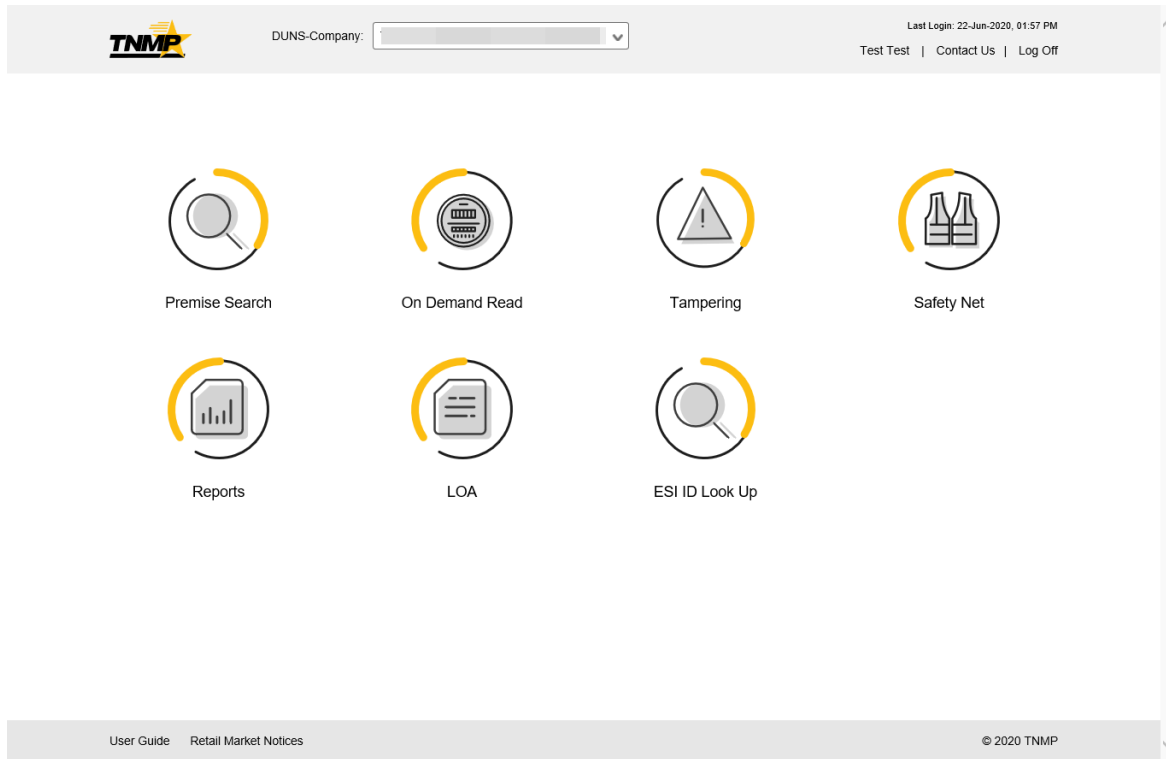
Once the user enters a new password in the “New password” section and the “Confirm new password” and selects SAVE, they will receive the following pop-up message confirming the new password has been saved.



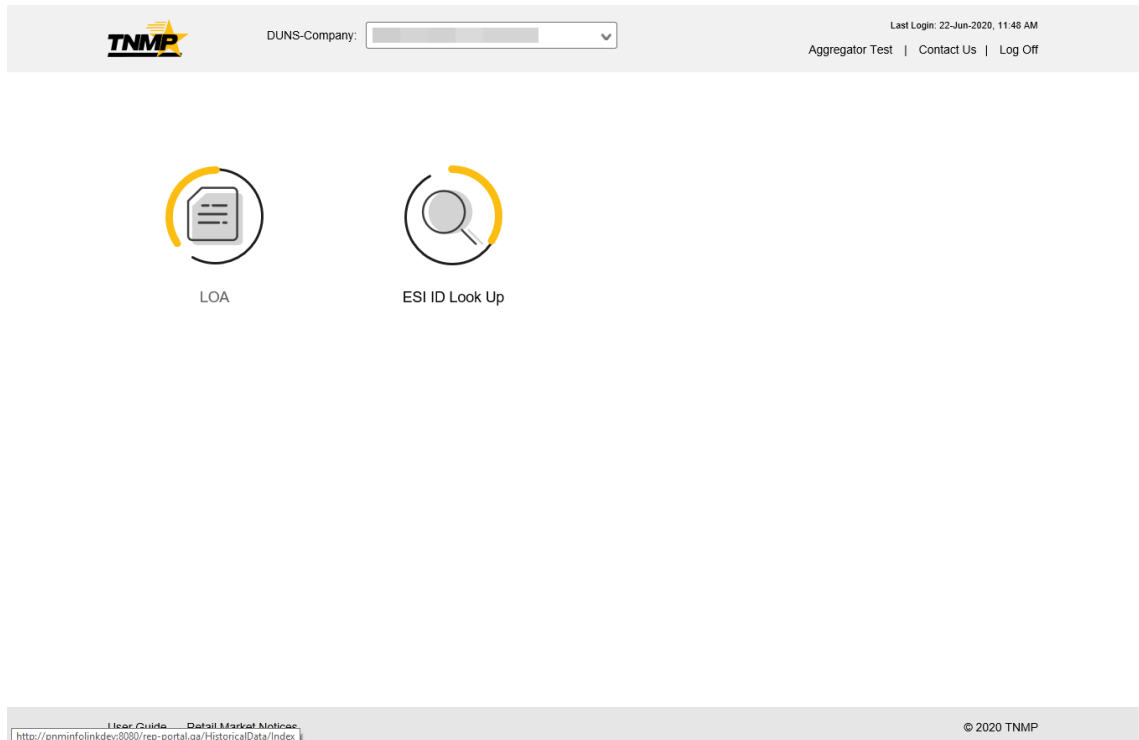
Passwords will expire on a 60-day cycle. The user will receive a system generated email 15 days prior to expiration prompting the user to update their password. If the password is not changed by the expiration date the user id / password combination will get an error when attempting to log on. The user will be required to select the forgot password function to reset their password.

Home Page

As you can see in the screenshot below, the Home Page for a REP user has 7 main functions.

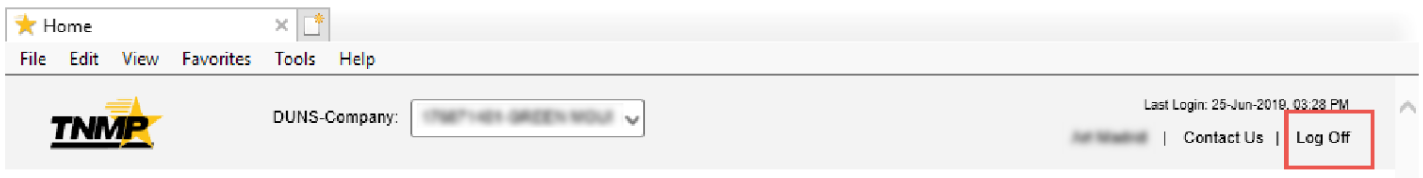


Below is the Home Page for a user who registered with company who does not have a DUNS number associated in TNMP system. This scenario typically applies to an Aggregator or Power Broker registered for LOA access only.



Home Page, cont.

Log Off:



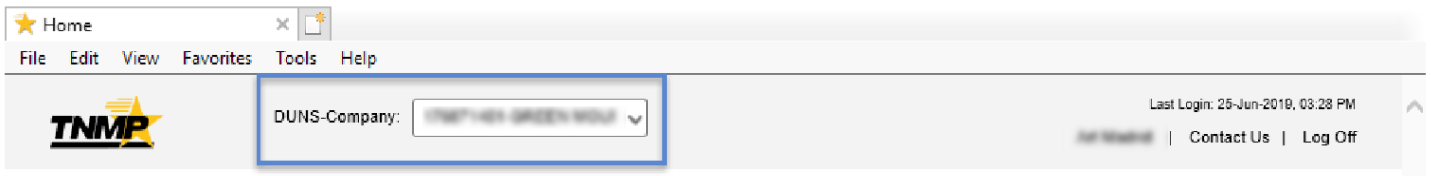
The first feature to review is the “Log Off” function. This feature does exactly what it states – when selected the user is logged out of the application.

TNMP LOGO:



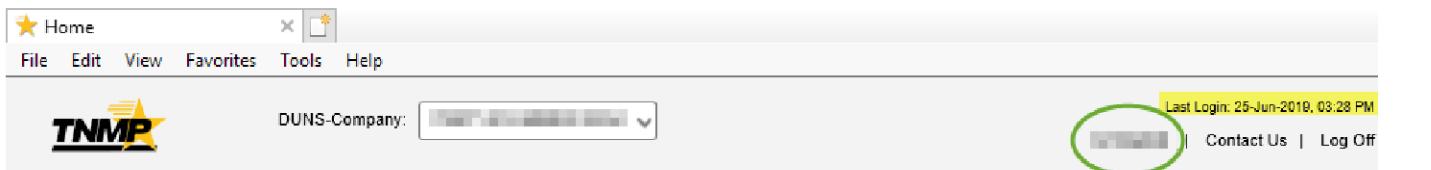
The second straight forward feature is carried throughout all remaining webpages. This feature is tied to the TNMP Logo. Selecting the TNMP log will return the user to the home page as displayed above.

Duns Company:



The DUNS-Company selection box is for those companies that have known affiliated companies in the market. The company name affiliation is strictly correlated based on DUNS number hierarchy. The drop-down function will display additional linked company names and allow users to select one for data viewing. The default company name displayed will be the company name the user selected while registering.

Username:

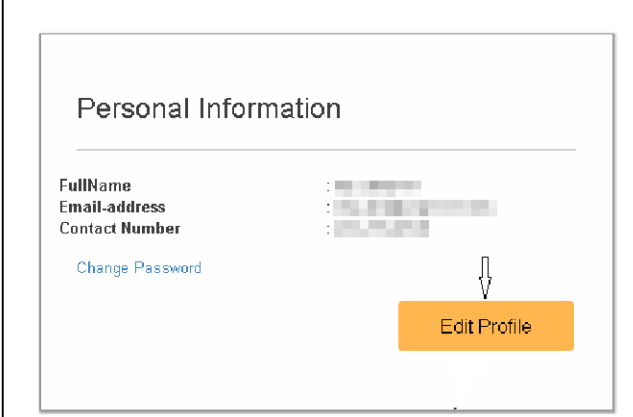


The top right side of the screen displays the key information. The top line displays the Last Login Date of the user currently logged in to the system. The second line consists of the Username | Contact Us | Log off functions. Clicking on your name will take you to the Personal Information page as shown on the next page.

Home Page, cont.

Personal Information:

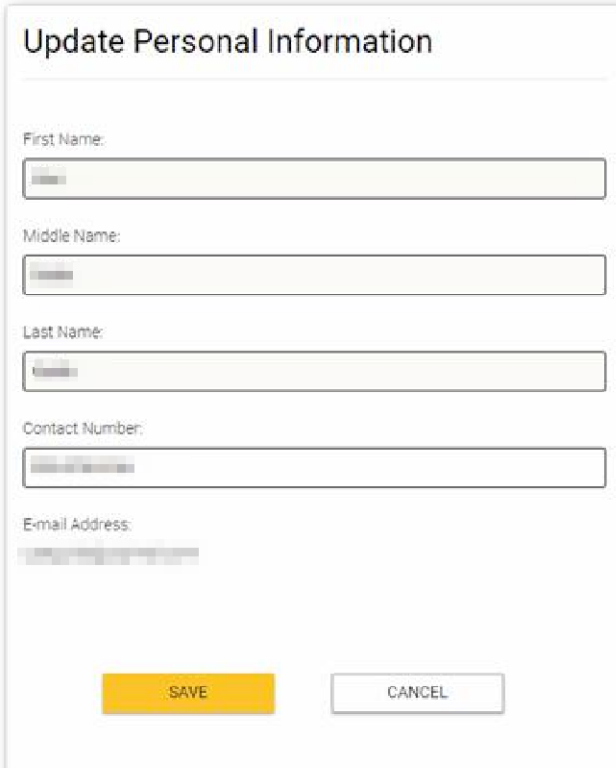
In the Personal Information window, you can select Change Password or Edit Profile. If you select the Edit Profile button the user is taken to the Update Personal Information pop-up. Here the user can change their password and edit their profile.



The screenshot shows a window titled "Personal Information". It contains three fields: "FullName", "Email-address", and "Contact Number", each followed by a colon and a blurred value. Below these fields is a blue link labeled "Change Password". To the right of the "Change Password" link is a white arrow pointing down to an orange button labeled "Edit Profile".

Edit Profile:

When a user selects the "Edit Profile" button the Update Personal Information pop-up window is presented. Within this new window the user can update personal information including: First Name, Middle Name, Last Name and Contact Number.



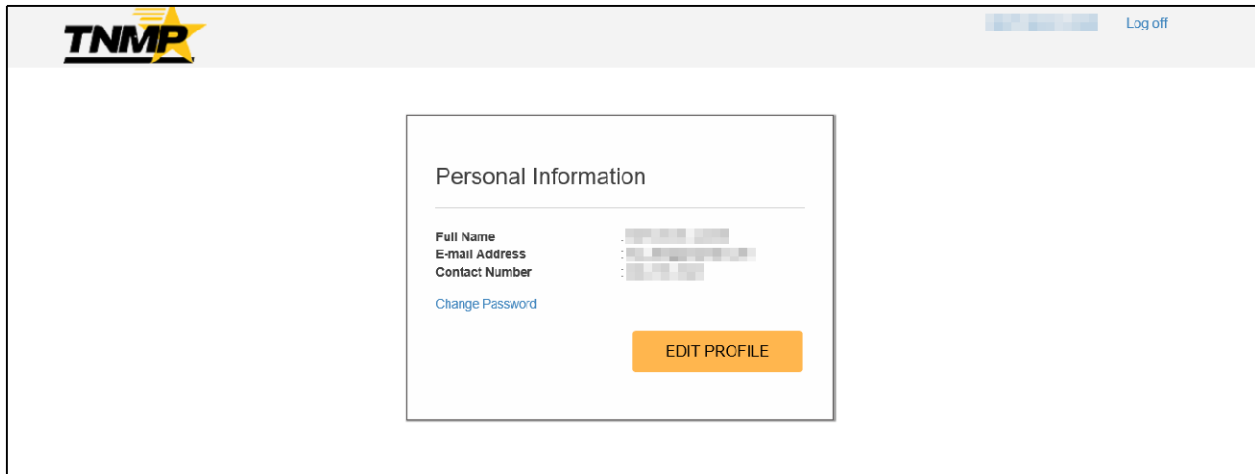
The screenshot shows a pop-up window titled "Update Personal Information". It contains five input fields: "First Name:", "Middle Name:", "Last Name:", "Contact Number:", and "Email Address:". Each field has a blurred value. At the bottom of the window are two buttons: a yellow "SAVE" button and a white "CANCEL" button.

Selecting "SAVE" commits the updates to the application and the user is taken back to the Personal Information pop-up window with the new information applied.

Home Page, cont.

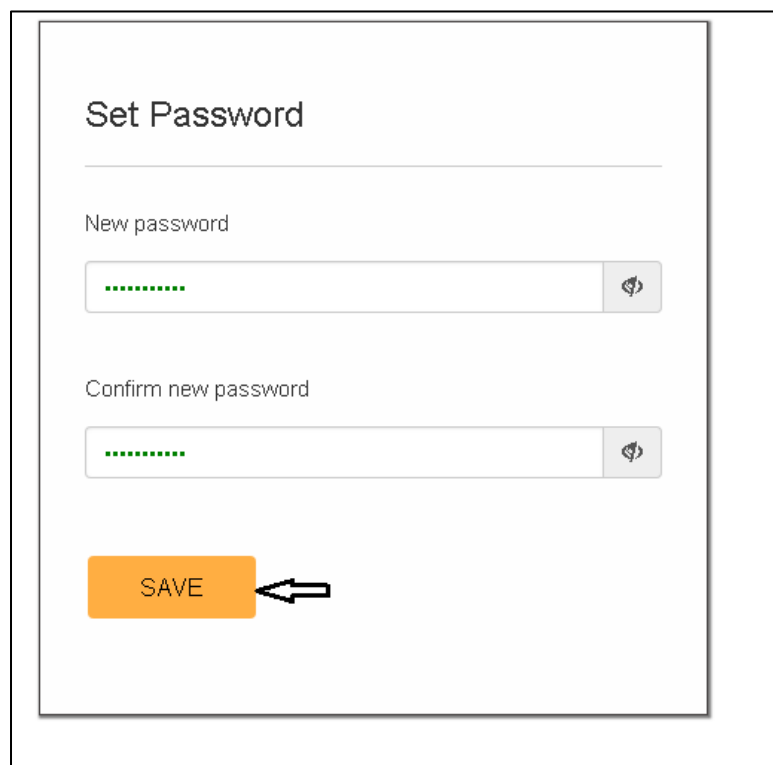
Change Password:

Within the Personal Information pop-up window, the user is also presented with the ability to change their password. This is achieved by selecting on the blue “Change Password” link.



The screenshot shows a web interface with the TNMP logo in the top left and a "Log off" link in the top right. The main content is a "Personal Information" pop-up window. Inside this window, there are three fields: "Full Name", "E-mail Address", and "Contact Number", each followed by a redacted value. Below these fields is a blue link labeled "Change Password" and an orange button labeled "EDIT PROFILE".

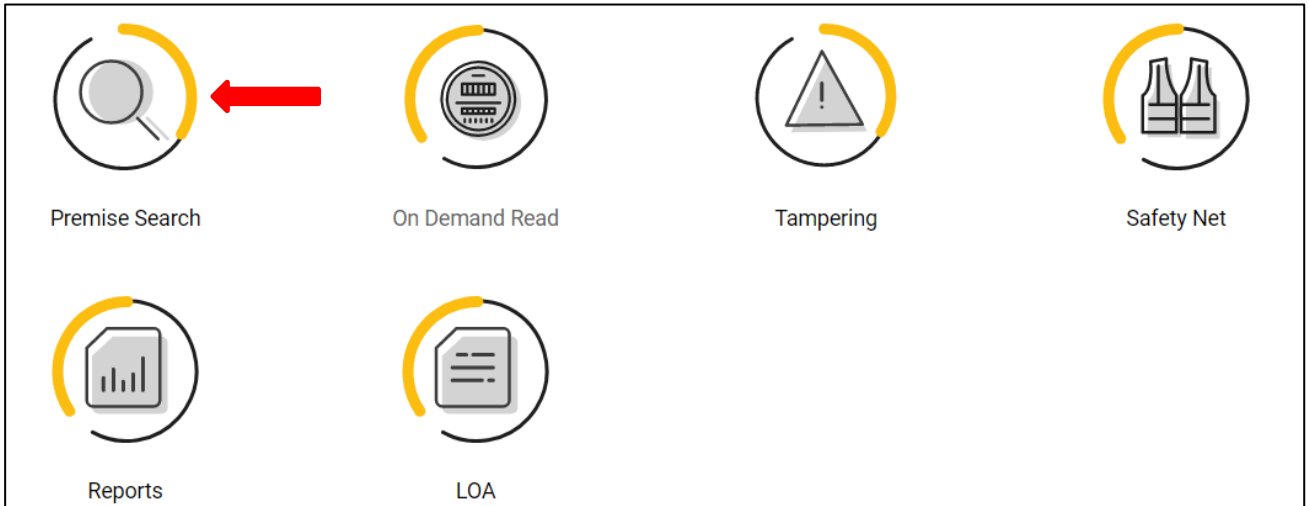
Selecting the “Change Password” link will open a new pop-up window as shown below. The user would enter a new password and confirm the new password in the associated entry boxes. The last step would be to select SAVE.



The screenshot shows a "Set Password" pop-up window. It contains two input fields: "New password" and "Confirm new password". Both fields are currently filled with green dots and have a toggle icon on the right side. Below the input fields is an orange button labeled "SAVE" with a white arrow pointing to it from the right.

TNMP Premise Search

Clicking the premise search icon in the home page will navigate the user to the Premise Search page.



This function allows the user to search for premises based on ESI ID, meter number or Address. Remember, this search is focused on the selected DUNS-Company (in header). By default, this will be populated with the Company info selected in the registration process.

DUNS-Company:

Search by ESI ID:

The user enters a valid ESI ID number and clicks on the Submit Button. The search result will display the details of the matching ESI ID. Including - prefix, street number, street name, suffix, apt/unit, city, state, zip. Selecting the ESI ID result (blue text) will take you to the details page.

The screenshot shows the search interface. At the top, there are three radio buttons: 'ESI ID Number' (selected and highlighted with a red box), 'Meter Number', and 'Address'. Below them is a search input field containing '104005'. To the right of the input field are two buttons: 'SUBMIT' (yellow) and 'RESET' (white). A red arrow points to the 'SUBMIT' button. Below the buttons, it says '1 record(s) found'. A table displays the search results:

ESI ID	REP of Record	Prefix	Street Number	Street Name	Suffix	Apt/Unit #	City	State
1040051							LEWISVILLE	TX

Premise Search, Cont.

Search by Meter Number:

The user enters a valid Meter number and clicks on the Submit Button. The search result will display the details of the matching Meter number. The screen will display the associated ESI ID, CR of record, prefix, street number, street name, suffix, apt/unit, city, state, zip. Selecting the ESI ID result (blue text) will take you to the details page.

The screenshot shows the search interface with three radio buttons: 'ESI ID Number', 'Meter Number' (selected and highlighted with a red box), and 'Address'. Below the radio buttons is a search input field with a magnifying glass icon. Below the input field are two buttons: 'SUBMIT' (yellow) and 'RESET' (white). Below the buttons, it says '1 record(s) found'. Below that is a table with the following columns: ESI ID, REP of Record, Prefix, Street Number, Street Name, Suffix, Apt/Unit #, City, and State. The first row of the table has the following values: 1040051 (highlighted in blue), [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], LEWISVILLE, TX.

Search by Address:

The user enters a valid Address or parts of the address (wild card selection) and clicks on the Submit Button. The search result will display the details of the associated ESI ID such as CR of record, prefix, street number, street name, suffix, apt/unit, city, state, zip. Selecting the ESI ID result (blue text) will take you to the details page.

The screenshot shows the search interface with three radio buttons: 'ESI ID Number', 'Meter Number', and 'Address' (selected and highlighted with a red box). Below the radio buttons is a note: 'Note: Please enter the exact address or at least the first 2 characters/digits of the Street Name followed by the "%" sign. (wild card character). Including a valid Street Number and the Street Name allow to further narrow the search results.' Below the note are six input fields: 'Street Number', 'Street Prefix' (dropdown), 'Street Name' (with 'Main' entered), 'Street Suffix' (dropdown), 'Apt/Unit', and 'City' (with 'LEWISVILLE' entered). Below the input fields are two buttons: 'SUBMIT' (yellow) and 'RESET' (white).

Clicking on the ESI ID from the Premise Search Result will navigate to the Premise information page.

The screenshot shows the search results table with the following columns: ESI ID, REP of Record, Prefix, Street Number, Street Name, Suffix, Apt/Unit #, City, and State. The first row of the table has the following values: 1040051 (highlighted in blue and pointed to by a red arrow), [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], LEWISVILLE, TX.

Premise Search, Cont.

← Premise Search Result

ESI ID: 1040051 Street Address: [REDACTED]

Premise Information ▼

Usage Data ▼

650 Transactions ▼

814 Transactions ▼

867 Transactions ▼

810 Transactions ▼

Using the wild card character “%” in the street name will return a list of all ESI IDs with the matching Street Name characters entered.

ESI ID Number
 Meter Number
 Address

Note: Please enter the exact address or at least the first 2 characters/digits of the Street Name followed by the “%” sign, (wild card character). Including a valid Street Number and the Street Name allow to further narrow the search results.

Street Number:

Street Name:

Apt/Unit:

Street Prefix:

Street Suffix:

City:

34 record(s) found

ESI ID	REP of Record	Prefix	Street Number	Street Name	Suffix	Apt/Unit #	City	State
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX
1040051	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISVILLE	TX

Premise Search, Cont.

Premise Information:

This tab displays key information related to the premise including: Start Date of ROR, Cycle, Rate Code, Premise Type, Load Profile, 4CP, Switch Hold Status, Critical Care Status, Opt Out Status, Latitude, Longitude. It also contains the Meter information such as Meter number, Type, Last Meter Test Date.

The screenshot shows the 'Premise Search Results' page. At the top, there is a header with a back arrow and the text 'Premise Search Results'. Below the header, there is a search bar with 'ESI ID' and '1040051' entered, and a 'Street Address' field. The main content area is divided into several sections. The first section is 'Premise Information', which is expanded to show a table of details. The table has six columns: Start Date for ROR, Premise Type, Switch Hold Status, Latitude, Meter #, Cycle, Load Profile, Critical Care Status, Longitude, Type, Rate Code, and Last Meter Test Date. The second section is 'Usage Data', which is collapsed. The third section is '650 Transactions', which is also collapsed.

Start Date for ROR	02-JAN-2015	Cycle	08	Rate Code	TDRS
Premise Type	01	Load Profile	RESHIWR_NCEN_ID R_WS_NOTOU	4CP	-
Switch Hold Status	NSH	Critical Care Status	No	Opt Out Status	No
Latitude	[REDACTED]	Longitude	[REDACTED]		
Meter #	[REDACTED]	Type	AMSR	Last Meter Test Date	24-JUN-2014

Usage Data:

The Usage Data tab displays the Historical Usage data for the ESI ID in a tabular format. The usage data contains the following fields: Start Date, End Date, KWH Reading, KWH Consumption, KW Actual, KW Billed, KWHG Reading, KWHG Consumption, KVAR Reading, KVAR Consumption, TDSP Charges.

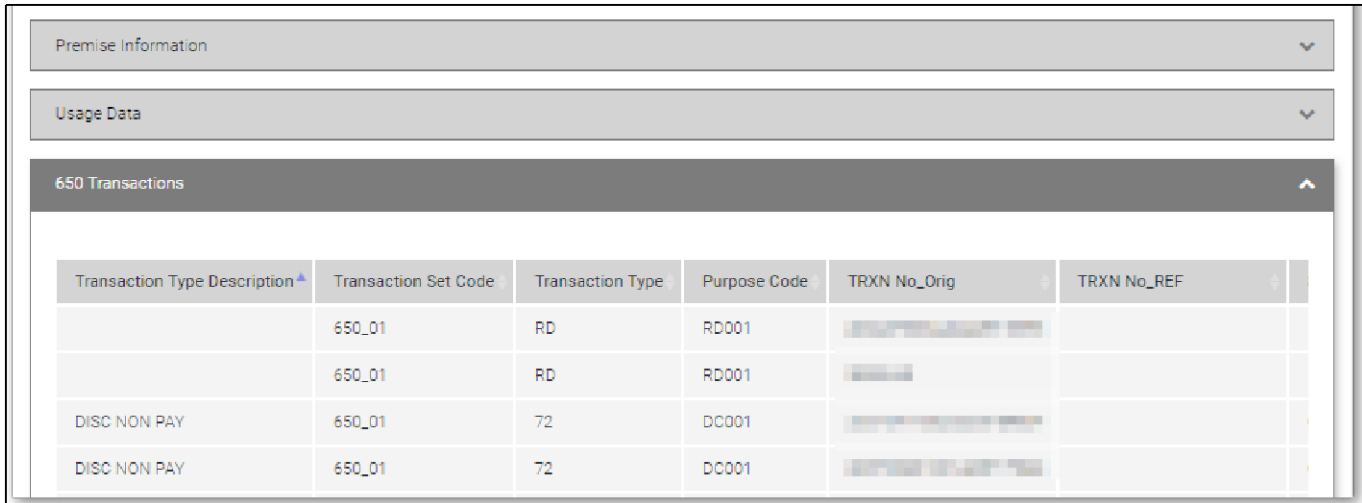
The screenshot shows the 'Premise Search Results' page with the 'Usage Data' tab expanded. At the top, there is a header with a back arrow and the text 'Premise Search Results'. Below the header, there is a search bar with 'ESI ID' and '1040051' entered, and a 'Street Address' field. The main content area is divided into several sections. The first section is 'Premise Information', which is collapsed. The second section is 'Usage Data', which is expanded to show a table of historical usage data. The table has nine columns: Start Date, End Date, KWH Reading, KWH Consumption, KW Read, KW Actual, KWHG Reading, KWHG Consumption, and KVAR Reading. A disclaimer is displayed above the table: "Disclaimer: *The historical usage data provided below is not for billing purposes. The data is provided for analysis and estimation purposes only.*"

Start Date	End Date	KWH Reading	KWH Consumption	KW Read	KW Actual	KWHG Reading	KWHG Consumption	KVAR Reading
06/10/2017	07/11/2017	14972	438					
07/12/2017	08/10/2017	15413	441					
08/11/2017	09/11/2017	15825	412					
09/12/2017	10/11/2017	16170	345					

Premise Search, Cont.

650 Transactions:

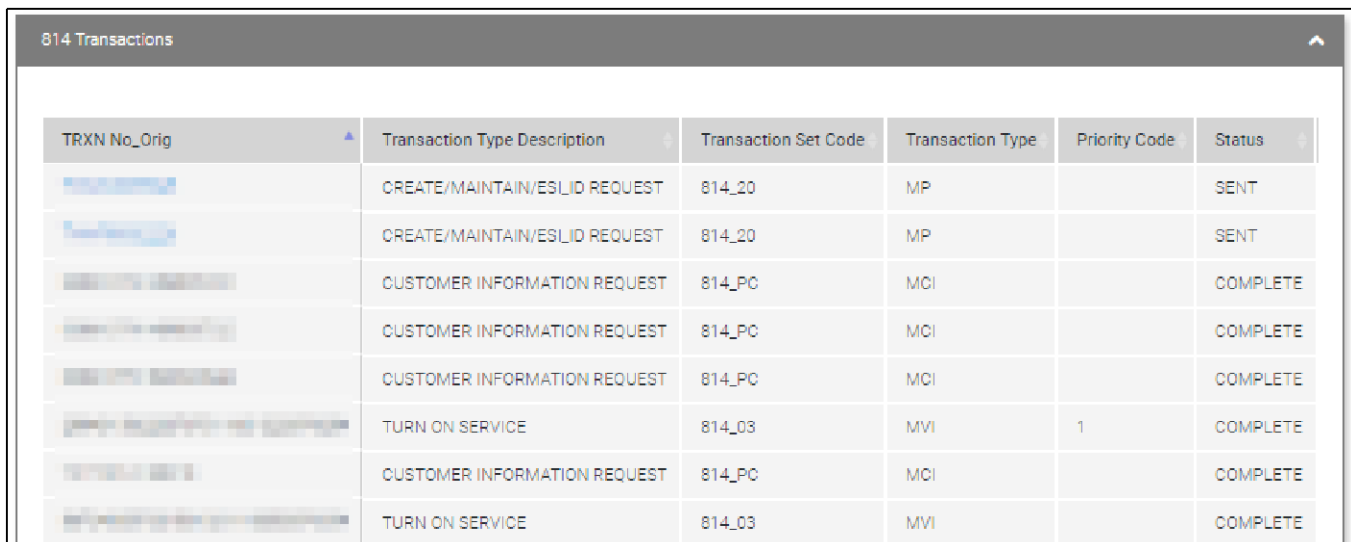
The 650 Transactions tab includes details related to the ESI ID in a tabular format. It contains the following fields: Transaction Type Description, Transaction Set Code, Transaction Type, Purpose Code, TRXN No_Orig, TRXN No_REF, Status, Scheduled Date, Reject Code.



Transaction Type Description ▲	Transaction Set Code	Transaction Type	Purpose Code	TRXN No_Orig	TRXN No_REF
	650_01	RD	RD001		
	650_01	RD	RD001		
DISC NON PAY	650_01	72	DC001		
DISC NON PAY	650_01	72	DC001		

814 Transactions:

The 814 Transactions tab displays detail associated to the ESI ID in a tabular format. It contains the following fields: TRXN No_Orig, Transaction Type Description, Transaction Set Code, Transaction Type, Priority Code, Status, Scheduled Date, Completion Date, Reject Code, Response Date. Any TRX No_Orig in blue can be selected for additional details.



TRXN No_Orig ▲	Transaction Type Description	Transaction Set Code	Transaction Type	Priority Code	Status
	CREATE/MAINTAIN/ESLID REQUEST	814_20	MP		SENT
	CREATE/MAINTAIN/ESLID REQUEST	814_20	MP		SENT
	CUSTOMER INFORMATION REQUEST	814_PC	MCI		COMPLETE
	CUSTOMER INFORMATION REQUEST	814_PC	MCI		COMPLETE
	CUSTOMER INFORMATION REQUEST	814_PC	MCI		COMPLETE
	TURN ON SERVICE	814_03	MVI	1	COMPLETE
	CUSTOMER INFORMATION REQUEST	814_PC	MCI		COMPLETE
	TURN ON SERVICE	814_03	MVI		COMPLETE

Premise Search, Cont.

The linked pop up detail will resemble the screenshot below. The various fields will be populated based on the specific 814 Transaction Type.

814.20 Details for "TNMP4985945" TRXN No_Orig

Special Needs	Rate Class TDRS	Creation Date 06-Aug-2007
Premise Type	Enrollment Type	AMS IND
Asi01 Action 7	Asi02 Maint type 001	Tampering Hold
Load Profile	Substation	Payment Hold
Loss Factor		

New Meter information

Sequence	Serial Number	Multiplier 1
Start Meter Read	End Meter Read	Dials 5
Owner Type	Change Reason	Maintenance Code MQ
Meter Type KHM0N	Unmetered Serv Type	Wattage
Num Units	Time of Use 51	

Old Meter information

Sequence	Serial Number	Multiplier
Start Meter Read	End Meter Read	Dials
Owner Type	Change Reason	Maintenance Code
Meter Type	Unmetered Serv Type	Wattage
Num Units	Time of Use	

867 Transactions:

The 867 Transactions tab present detail associated to the ESI ID in a tabular format. It contains the following fields: BPT Trans Num, Tran Type, Ref TN, Cancel Date, Start Date, End Date, CR, KWH, KW, 824 Code, 824 Reason. Any BPT Trans Num in blue can be selected for additional details as shown in the second screenshot below.

867 Transactions

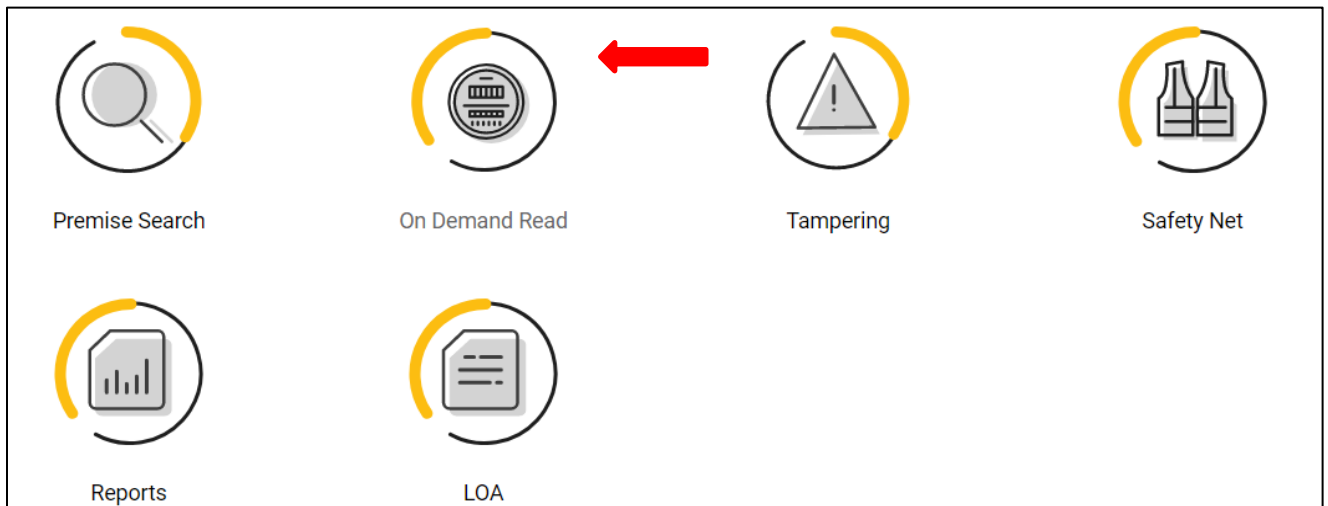
BPT Trans Num	Tran Type	Ref TN	Cancel Date	Start Date	End Date	CR	KWH	KW	824 Code	824 Reason
867_03	867_03			12/11/2006	01/10/2007		2258			
867_03	867_03			01/10/2007	02/09/2007		3114			
867_03	867_03			02/09/2007	03/13/2007		2272			
867_03	867_03			03/13/2007	04/11/2007		1366			
867_03	867_03			04/11/2007	05/08/2007		1102			
867_03	867_03			08/03/2007	08/10/2007		322			
867_03	867_03			08/10/2007	09/11/2007		1448			
867_03	867_03			09/11/2007	10/03/2007		784			

867.03 Details for "867_03" BPT Trans Num

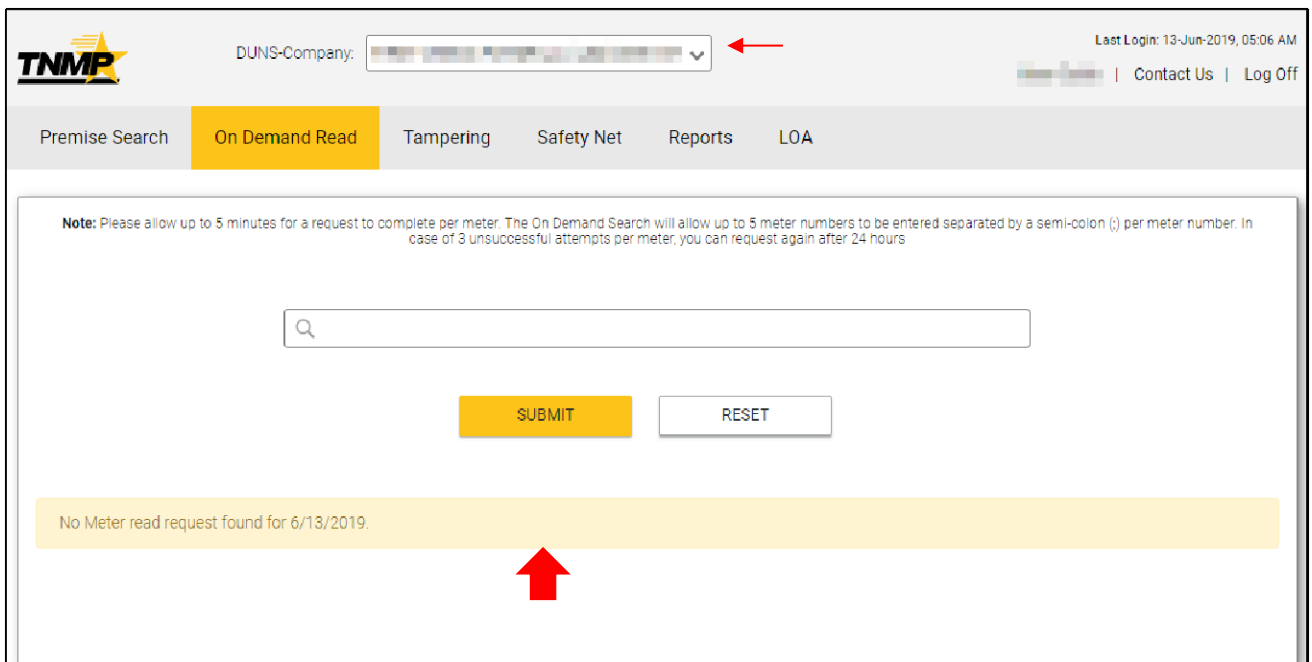
Ptd01 Type	Ref02 Meter Type	Qty01	Qty02	Qty	Consump Type	Begin Date	End Date	Exchg Date	Begin Read	End Read	Multiplier	Meter #	Power Factor	Unmtrd Type	Unm Desc	#Units	Unit Cons	Switch Date
PL	KHM0N	QD		1129	51	12/11/2006	01/10/2007		68136	69265	1							
SU	KHM0N	QD		1129	51	12/11/2006	01/10/2007											

On Demand Read

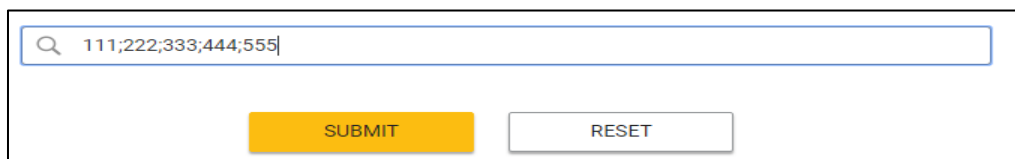
Clicking the On Demand Read icon in the home page will navigate the user to the On Demand Read page.



This function allows the user to request On Demand Read for AMS meters.

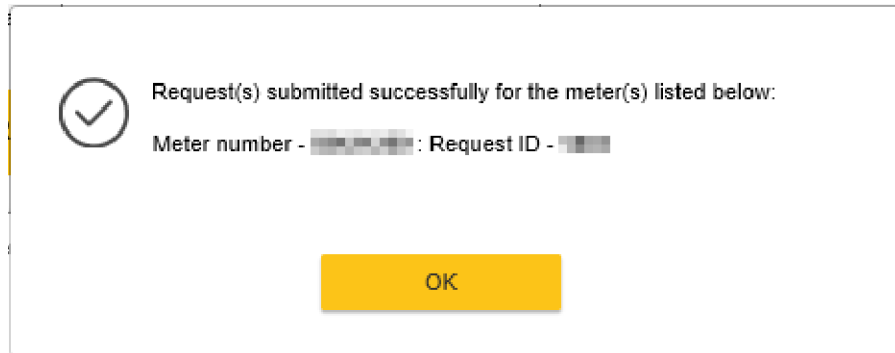


User can request up to 5-meter numbers separated by semi-colons.

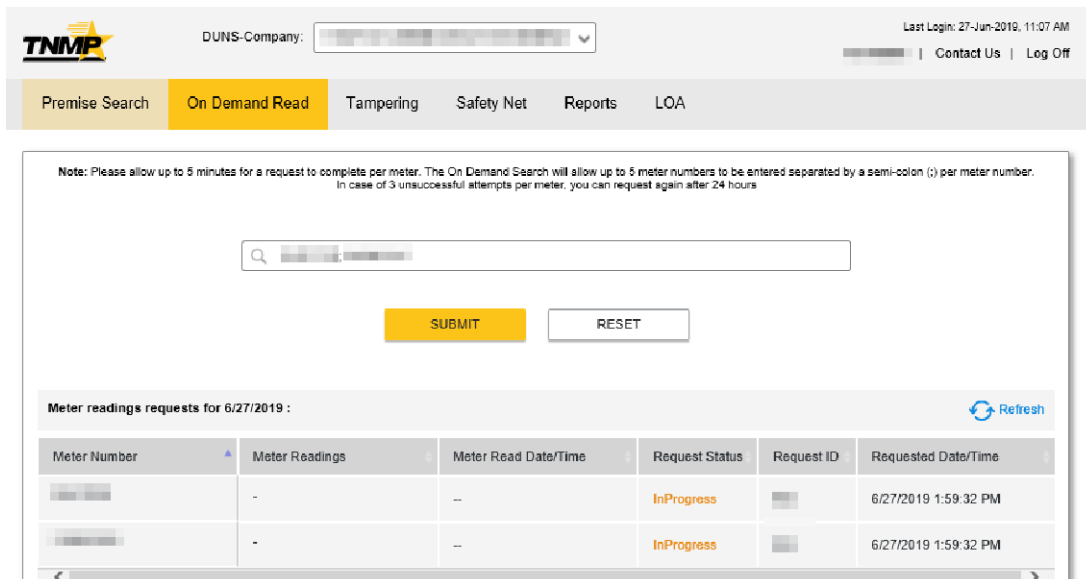


On Demand Read, Cont.

When the user clicks "SUBMIT" they will get an acknowledgement message to let them know the request has been submitted.



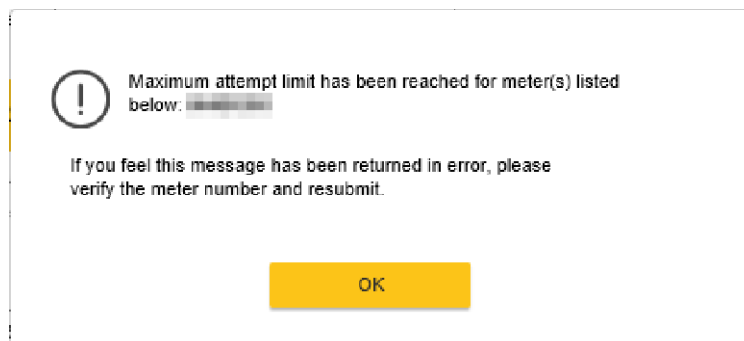
The system will return a status grid with all requests made for the day.



The screenshot shows the TNMP web application interface. At the top left is the TNMP logo. To its right is a dropdown menu for "DUNS-Company:". Further right is the text "Last Login: 27-Jun-2019, 11:07 AM" and links for "Contact Us" and "Log Off". Below this is a navigation bar with tabs: "Premise Search", "On Demand Read" (highlighted in yellow), "Tampering", "Safety Net", "Reports", and "LOA". The main content area contains a note: "Note: Please allow up to 5 minutes for a request to complete per meter. The On Demand Search will allow up to 5 meter numbers to be entered separated by a semi-colon (;) per meter number. In case of 3 unsuccessful attempts per meter, you can request again after 24 hours." Below the note is a search input field with a magnifying glass icon and a "SUBMIT" button. To the right of the "SUBMIT" button is a "RESET" button. Below the search area is a section titled "Meter readings requests for 6/27/2019:" with a "Refresh" button. Underneath is a table with the following data:

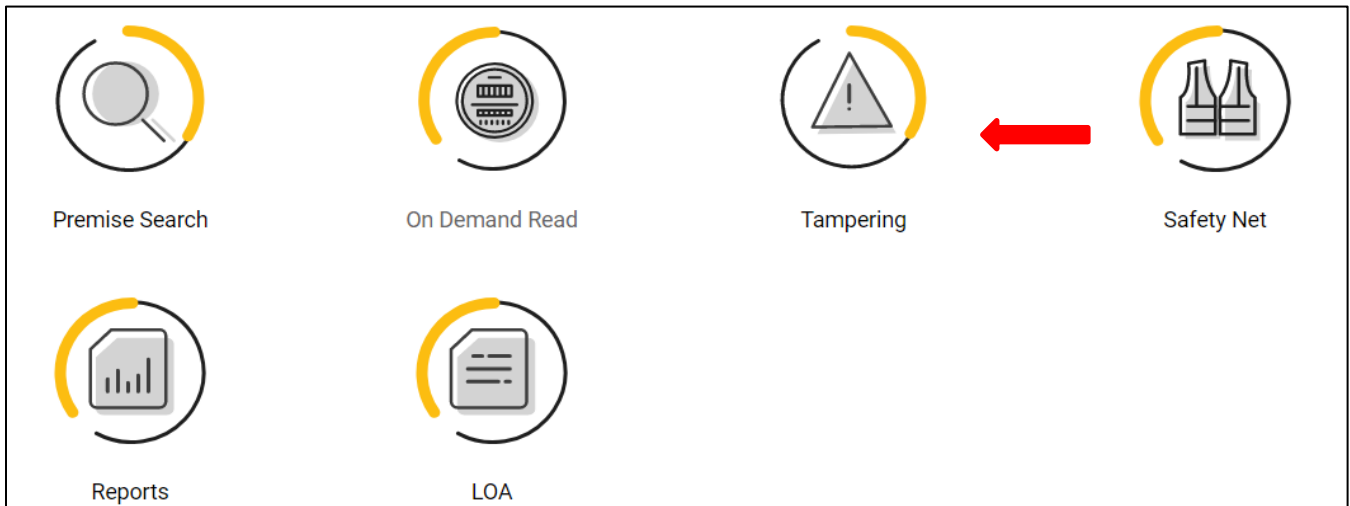
Meter Number	Meter Readings	Meter Read Date/Time	Request Status	Request ID	Requested Date/Time
[redacted]	-	--	InProgress	[redacted]	6/27/2019 1:59:32 PM
[redacted]	-	--	InProgress	[redacted]	6/27/2019 1:59:32 PM

There is a limit of 3 requests per meter per day. When this limit is reached the user will get a message stating the limit has been reached.

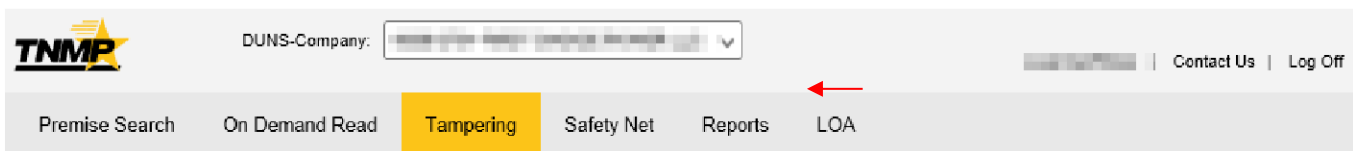


TNMP Tampering

Clicking the Tampering icon in the home page will navigate the user to the Tampering page.



This function allows the user to view and download the tampering documents. This page will show all available tampering documents for selected DUNS-Company in header drop-down.



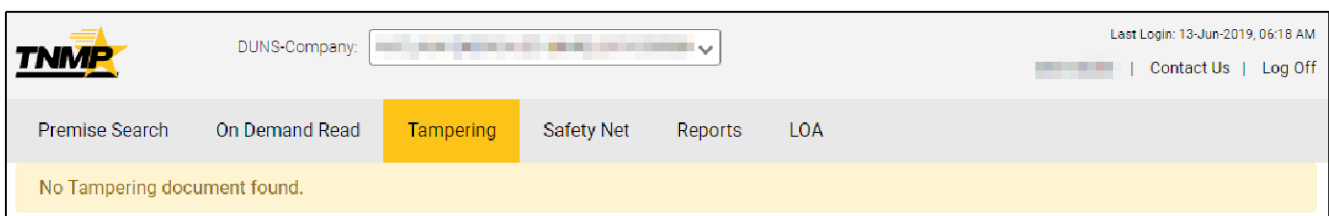
Tampering Records (13)

6/10/2019	[Redacted]	Download
6/7/2019	[Redacted]	Download
6/7/2019	[Redacted]	Download
6/7/2019	[Redacted]	Download
6/7/2019	[Redacted]	Download

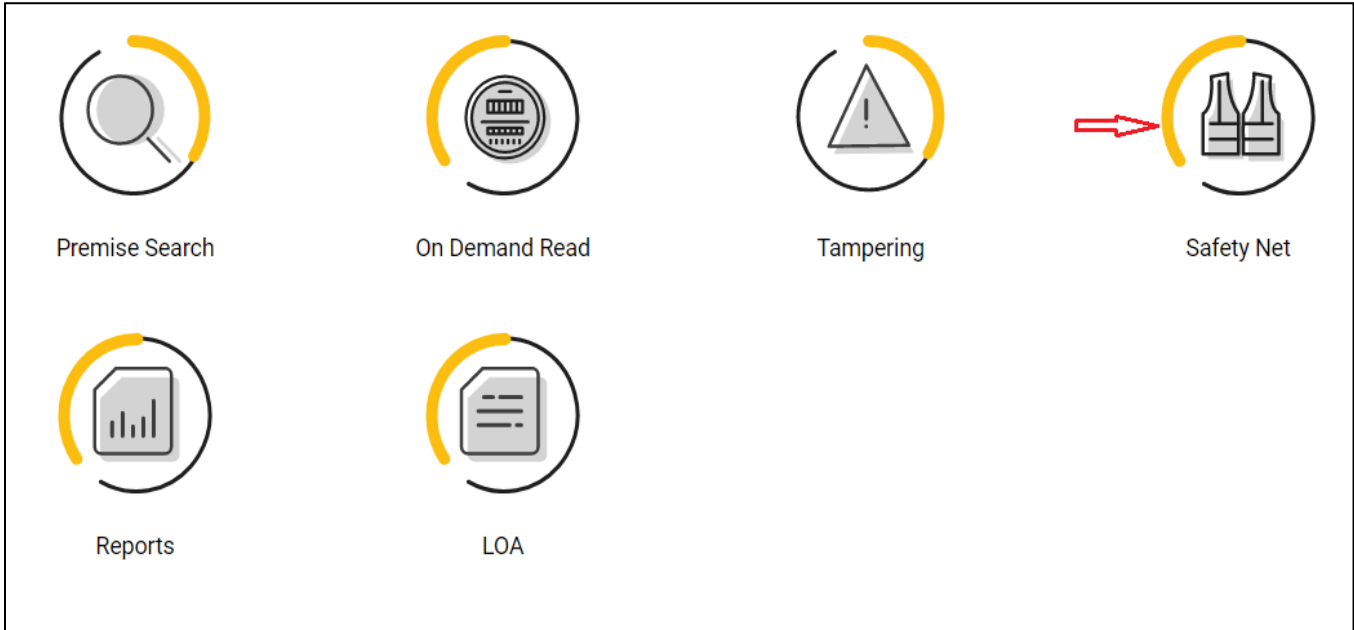
On clicking the download link, the tampering document will be downloaded to the local drive.



If no tampering documents are present the user will see the following screen.



TNMP SafetyNet



Clicking the “Safety Net” icon in the home page will navigate the user to the Safety Net page as shown below.

TNMP DUNS-Company: [Home](#) | [Contact Us](#) | [Log Off](#)

Premise Search On Demand Read Tampering **Safety Net** Reports LOA

Requestor Information

Requestor Name : Company Name :

Email Address : Contact Number :

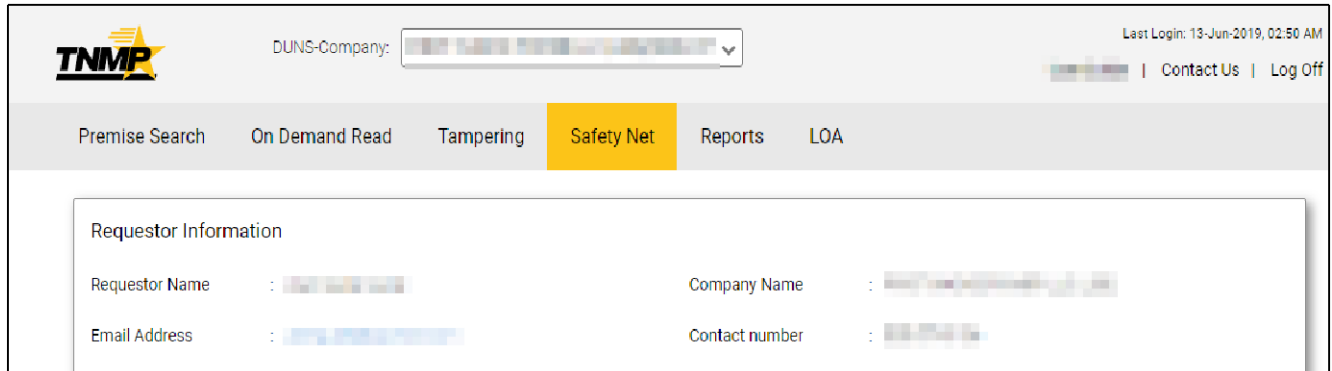
Note: Please use the market approved Safety Net procedure and spreadsheet format. Any additional data provided will be ignored. Max number of ESI IDs is limited to 300 per spreadsheet submitted. Error(s) will be returned via spreadsheet as a download option with error displayed in the last column.

Disclaimer: Safety Nets can be submitted from 8:00 A.M to 7:00 P.M Central Time.

 Choose File

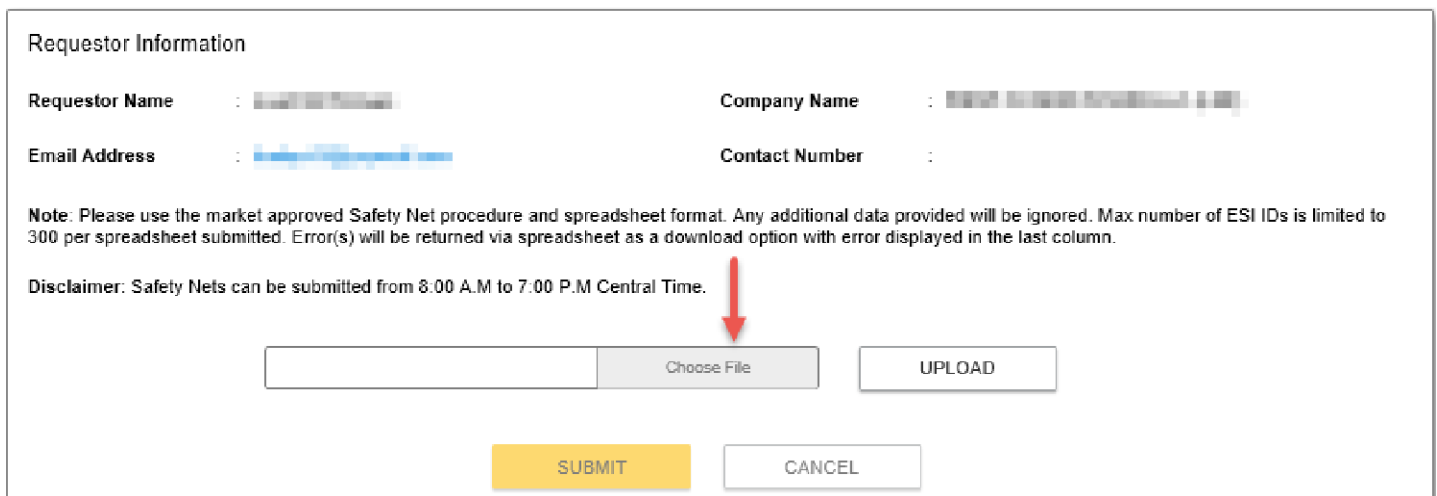
Safety Net, Cont.

“Choose File”, “UPLOAD” & “SUBMIT” buttons will only be enabled during allowed time window stated in disclaimer. Requester Information will be auto populated based on user profile.



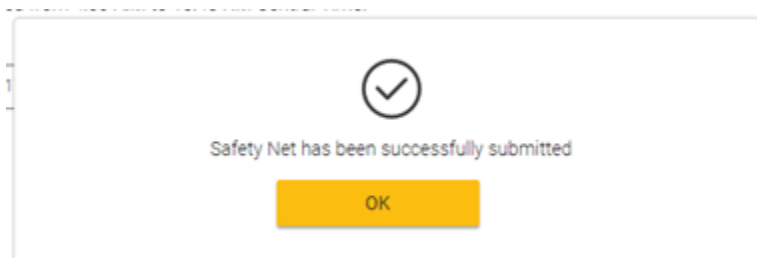
The screenshot shows the TNMP web application interface. At the top left is the TNMP logo. To its right is a dropdown menu for "DUNS-Company". On the top right, it says "Last Login: 13-Jun-2019, 02:50 AM" and has links for "Contact Us" and "Log Off". Below this is a navigation bar with tabs: "Premise Search", "On Demand Read", "Tampering", "Safety Net" (highlighted in yellow), "Reports", and "LOA". The main content area is titled "Requestor Information" and contains four fields: "Requestor Name", "Company Name", "Email Address", and "Contact number", each with a blurred value.

The ERCOT provided safety net excel template must be used and completed with all the required details. User will click on “CHOOSE FILE” and select the input file from the saved location. Then click on the “UPLOAD” button to upload the spreadsheet to the web application. Once upload is successful. Click “SUBMIT” button.



This image shows a detailed view of the "Requestor Information" form. It includes the same four fields as the previous screenshot: "Requestor Name", "Company Name", "Email Address", and "Contact Number". Below the fields is a "Note" and a "Disclaimer". The "Note" states: "Please use the market approved Safety Net procedure and spreadsheet format. Any additional data provided will be ignored. Max number of ESI IDs is limited to 300 per spreadsheet submitted. Error(s) will be returned via spreadsheet as a download option with error displayed in the last column." The "Disclaimer" states: "Safety Nets can be submitted from 8:00 A.M to 7:00 P.M Central Time." Below the disclaimer is a red arrow pointing to a "Choose File" button. To the right of "Choose File" is an "UPLOAD" button. Below these two buttons are "SUBMIT" and "CANCEL" buttons.

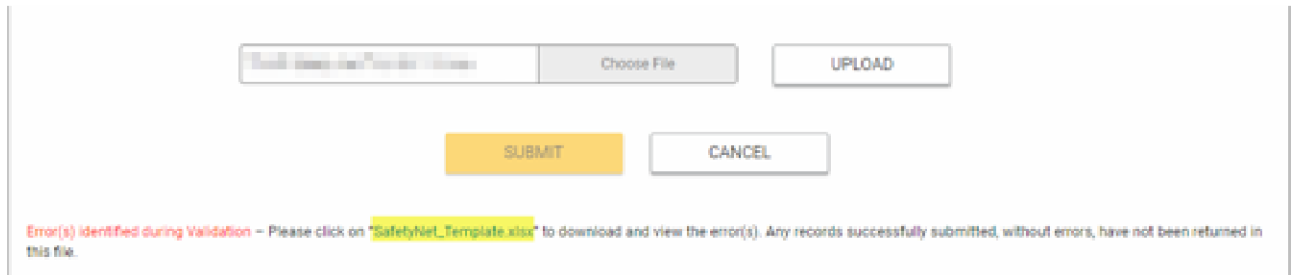
After submitting the request, the user will receive a pop-up message stating “Safety Net has been successfully submitted” and Service Order(s) will be created.



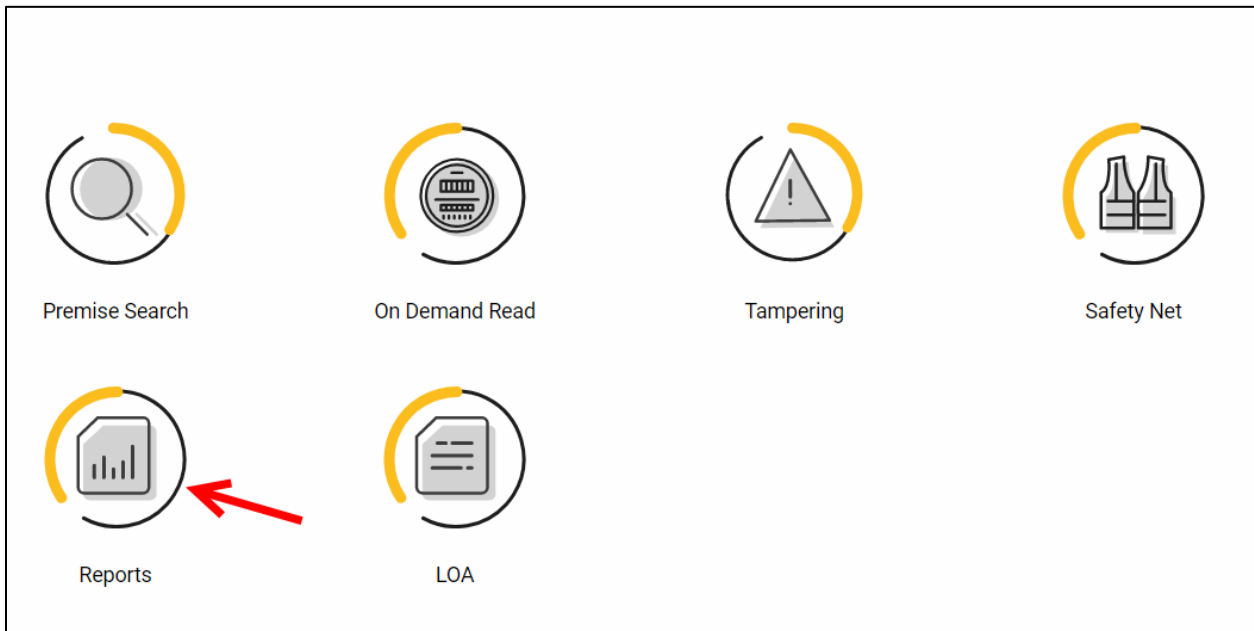
The screenshot shows a success pop-up message. It features a circular icon with a checkmark at the top center. Below the icon, the text reads "Safety Net has been successfully submitted". At the bottom center of the pop-up is a yellow "OK" button.

Safety Net, Cont.

If there are any validation errors in the spreadsheet a message with link to download error excel will appear at the bottom of the screen. The last column in each row will have error details for that row. If any of the submitted records are not present that means that record has been processed successfully.



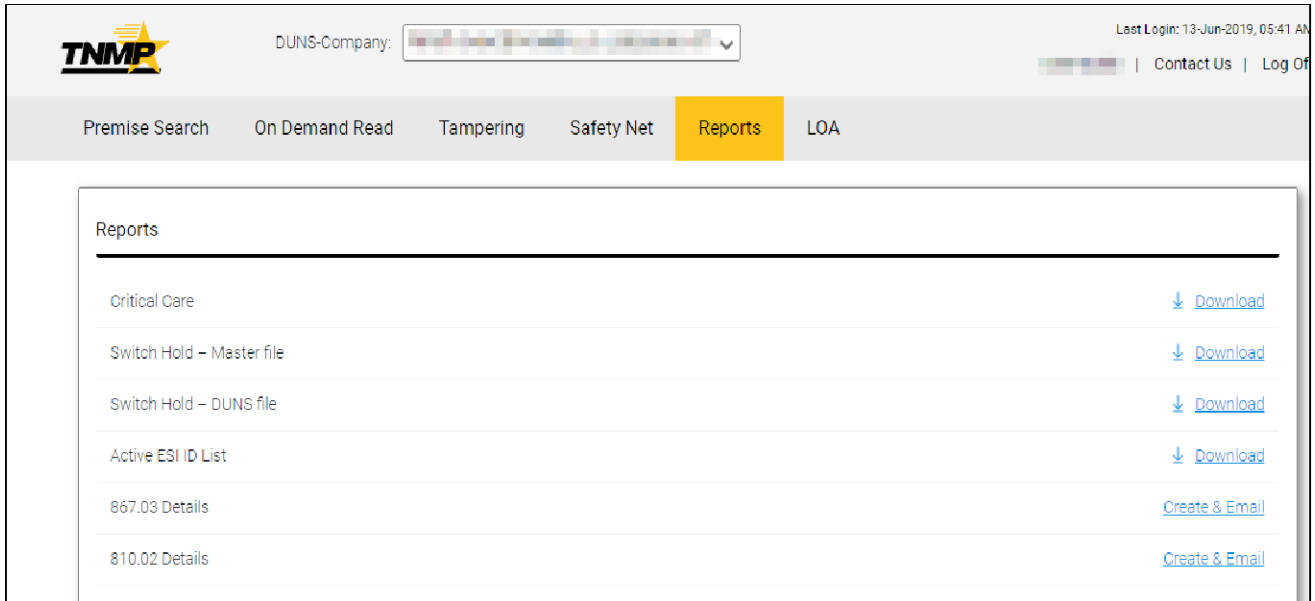
Reports



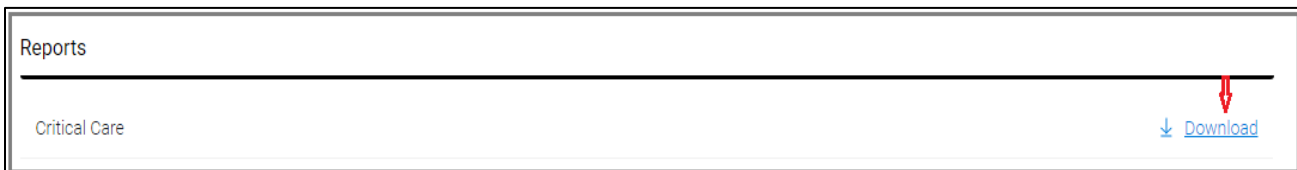
Clicking on the Reports link on the homepage will take the user to the detailed Reports page.

The user will see the following reports: Critical Care, Switch Hold – Master file, Switch Hold – DUNS file, and Active ESI ID list. These reports are available for immediate download.

The 867.03 Details, 810.02 Details reports are available for selection to be emailed to the user after the fact.



Clicking the download link will cause the selected report to download to the active window on the user's computer.

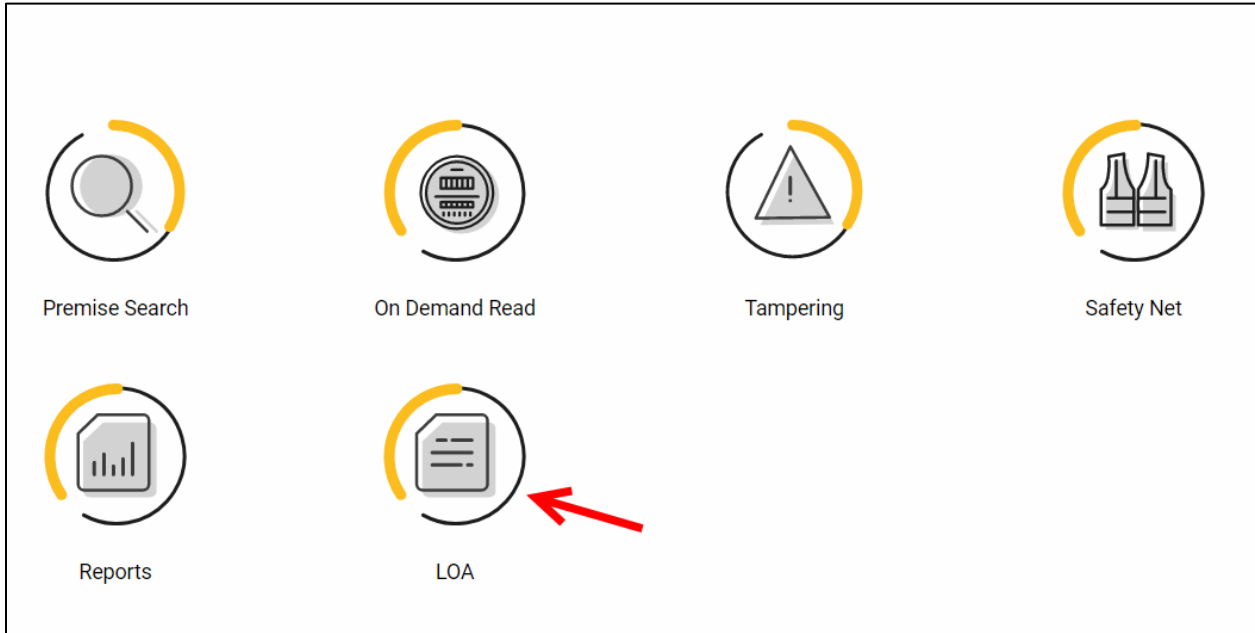


When a user selects the "Create & Email" link for the 867.03 Details or 810.02 Details, a back-ground process will run to create the report. The report will be emailed outside of the active Rep Portal session. The report will include the last 30 days of activity for the DUNS-Company number listed in the drop-down selection box.



TNMP LOA Page

Request LOA:



Clicking on the “LOA” icon will direct the user to the detailed LOA request page as shown below. This link is available for both REP and Aggregator users.

The screenshot shows the TNMP LOA request form. The top navigation bar has the TNMP logo and links for Contact Us and Log Off. The LOA menu item is highlighted. The form is divided into three main sections: Requester Information, Customer Information, and Authorization. The Requester Information section has fields for Requester Name, Company Name, Email Address, and Contact Number. The Customer Information section has fields for Authorization Date, Expiration Date, DataType (Summary Billing Data), and No. of Months (12). There is a file upload section with a Choose File button and an UPLOAD button. A disclaimer states that by selecting UPLOAD, the requesting party affirms that they have authorization from the customer identified to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party. The Authorization section has a checkbox for the requesting party to affirm that they have authorization from the customer identified to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requested party as identified on this form. The footer contains links for User Guide and Retail Market Notices, and a copyright notice for © 2020 TNMP.

Request LOA, cont.

1. Requester Information will be auto populated based on user profile.

Requester Information

Requester Name : [blurred] Company Name : [blurred]

Email Address : [blurred] Contact Number : [blurred]

2. User will need to complete the Customer Information section.

Customer Information

* Authorization Date : 08/20/2020 * DataType : Summary Billing Data

* Expiration Date : 08/20/2020 No. of Months : 12

For uploading data, please [click here](#) to download the template.

Choose File UPLOAD

By selecting UPLOAD, requesting party affirms that they have authorization from customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party.

3. Selecting “click here”, as shown below, downloads the LOA Request Data input template to the user computer.

Customer Information

* Authorization Date : 08/20/2020 * DataType : Summary Billing Data

* Expiration Date : 08/20/2020 No. of Months : 12

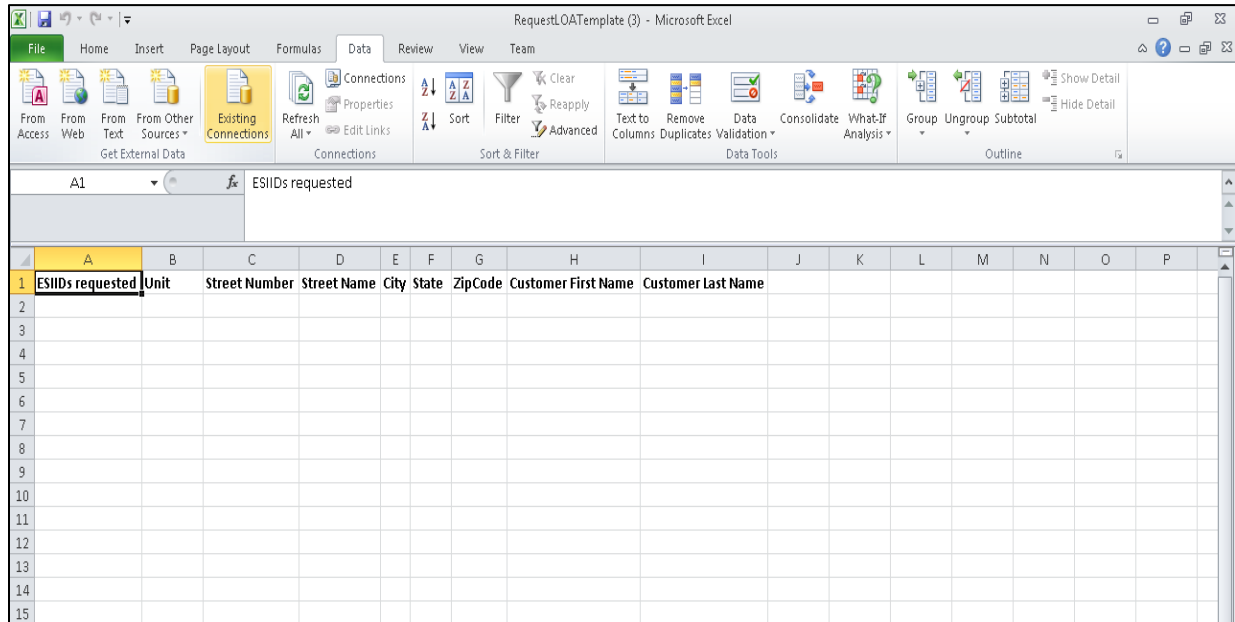
For uploading data, please [click here](#) to download the template.

Choose File UPLOAD

By selecting UPLOAD, requesting party affirms that they have authorization from customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party.

4. Below is a screenshot of what the template looks like. The user will need to complete the mandatory fields within the template. The mandatory fields are - ESI ID, Street Name, City, State, Zip Code and Customer Last Name.
5. If non-mandatory fields are entered, they must match exactly, so if in doubt leave blank
6. Enter business entity name in Customer Last Name field and leave first name field blank
7. Do not use special characters (i.e. ', ., &, #) in the spreadsheet
8. Do not use special characters in the file name when saving to computer
9. Do not change template field types
10. Abbreviate generic Street Names (i.e. Highway – HWY, County Road – CR ...)

11. If available validate address with ERCOT site



- 12. Within the template the user would need to save the file to the computer noting saved location.
- 13. Back in the web application the user will click on “CHOOSE FILE” and select the input file from the saved location.

Customer Information

* Authorization Date : * DataType :

* Expiration Date : No. of Months :

For uploading data, please [click here](#) to download the template.

By selecting UPLOAD, requesting party affirms that they have authorization from customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party.

- 14. The user will then click on the “UPLOAD” button to upload the spreadsheet to the web application. The primary acknowledgement has been added below the UPLOAD section “By selecting UPLOAD, requesting party affirms that they have authorization from customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party.”

15. If all activity is successful a Grid will display with resulting data pull. The user will need to select the specific records desired or select all. The page will present the full ESI ID, Full Address and first 5 characters of the associated customer name contained in the CIS.

* Expiration Date : No. of Months :

For uploading data, please [click here](#) to download the template.

By selecting UPLOAD, requesting party affirms that they have authorization from customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to the requesting party.

Select All

#	ESIID	Service Address	Name
<input type="checkbox"/>	1040051	702 G WOOD TX 77546-5308	FRI
<input type="checkbox"/>	1040051	205 S	DO
<input type="checkbox"/>	1040051	430 IN AS CITY TX 77590	VA
<input type="checkbox"/>	1040051	280 W WILLE TX 75067	TE

Authorization

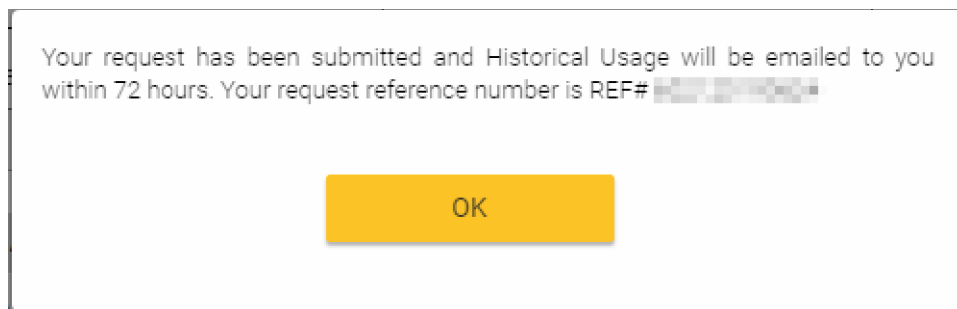
By checking this box, requesting party affirms that they have authorization from the customer identified, to obtain the customer's historical usage information and holds the TDSP harmless for providing the historical data to requested party as identified on this form.

Send an email to loa@ttmp.com in case of any issues while requesting the LOA data.

16. The user must select the Authorization check Box agreeing to the statement confirming responsibility and permission to customer data.

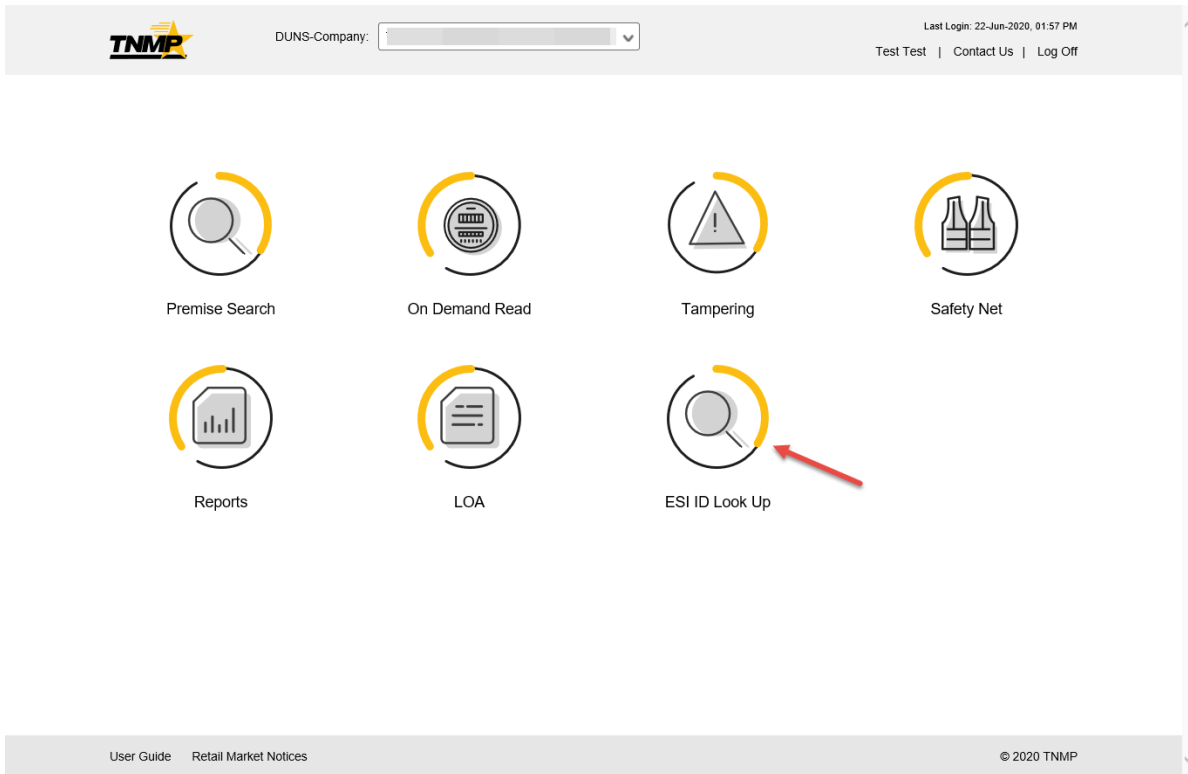
17. Finally, the user would select "Submit" to complete the request.

After submitting the request, the user will receive a pop-up message stating "Your request has been submitted and Historical usage will be emailed to your registered email address within 72 hours. Your request reference number is XXXXXXXX."

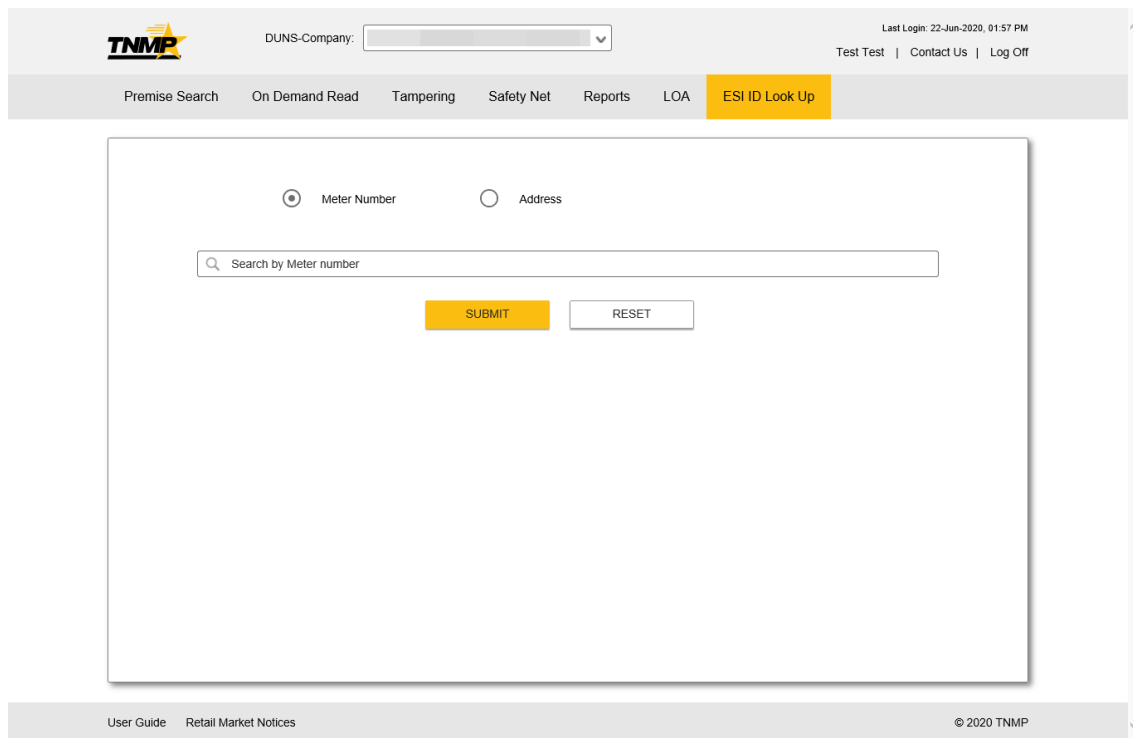


Once the request has completed processing an email with the requested data will be sent to the email address on the requester profile.

ESI ID Look Up



Clicking on the “ESI ID Look Up” icon will direct the user to the detailed page where the user can look up an ESI ID with a Meter Number or a partial address. This link is available for both REP and Aggregator users.



Enter a valid Meter number and the system will present the following fields – ESI ID, Meter, Prefix, Street Number, Street Name, Suffix, Apt/Unit #, City, State, Zip.

The screenshot shows the TNMP ESI ID Look Up interface. At the top, there is a logo for TNMP, a "DUNS-Company:" dropdown menu, and a "Last Login: 24-Jun-2020, 10:26 AM" timestamp. Below this is a navigation bar with links for "Premise Search", "On Demand Read", "Tampering", "Safety Net", "Reports", "LOA", and "ESI ID Look Up". The main content area has two radio buttons: "Meter Number" (selected) and "Address". Below them is a search input field containing "5812". There are "SUBMIT" and "RESET" buttons. Below the search field, it says "1 record(s) found" and displays a table with the following data:

ESI ID	Meter	Prefix	Street Number	Street Name	Suffix	Apt/Unit #	City	State	Zip
10400510001	5812		111	SP E LN			L E TX		75077-2412

At the bottom of the page, there are links for "User Guide" and "Retail Market Notices", and a copyright notice "© 2020 TNMP".

If there is no match for the meter number entered, you will get the following display.

The screenshot shows the TNMP ESI ID Look Up interface. At the top, there is a logo for TNMP, a "DUNS-Company:" dropdown menu, and a "Last Login: 24-Jun-2020, 10:26 AM" timestamp. Below this is a navigation bar with links for "Premise Search", "On Demand Read", "Tampering", "Safety Net", "Reports", "LOA", and "ESI ID Look Up". The main content area has two radio buttons: "Meter Number" (selected) and "Address". Below them is a search input field containing "5819x". There are "SUBMIT" and "RESET" buttons. Below the search field, a yellow banner displays the message "No Active ESI ID found." At the bottom of the page, there are links for "User Guide" and "Retail Market Notices", and a copyright notice "© 2020 TNMP".

The second option is to enter either a full address or partial address. The Street Name field must have a minimum of 2 characters entered. The system will

Meter Number Address

Note: Please enter the exact address or at least the first 2 characters/digits of the Street Name followed by the "*" sign, (wild card character). Including a valid Street Number and the Street Name allow to further narrow the search results.

Street Number **Street Prefix**

Street Name **Street Suffix**

Apt/Unit **City**

Wild card entries will retrieve all records that match the entered request. See example below.

Meter Number Address

Note: Please enter the exact address or at least the first 2 characters/digits of the Street Name followed by the "*" sign, (wild card character). Including a valid Street Number and the Street Name allow to further narrow the search results.

Street Number **Street Prefix**

Street Name **Street Suffix**

Apt/Unit **City**

894 record(s) found

ESI ID	Meter	Prefix	Street Number	Street Name	Suffix	Apt/Unit #	City	State	Zip
1040051-0002				MAIN	ST		LEWISVILLE	TX	75067-3393
1040051-0003				MAIN	ST		LEWISVILLE	TX	75067-3393
1040051-0004				MAIN	ST		LEWISVILLE	TX	75067-3393

Valid Device listing

The listing below represents the various device types / browsers / operating systems the application has been fully validated on. If you encounter any errors, please ensure you are compliant with these minimum requirements before contacting the support team. Finally, this site requires JavaScript to be enabled to work properly.

	Hardware	O.S.	Internet Explorer		Microsoft Edge		Safari		Chrome			Mobile Safari				Chrome Mobile		
			10	11	17	18	11	12	70	71	72	10	11	11.4	12	63	70	72
Desktop		Windows 10	X	X	X	X	-	-	-	X	X							
		Windows 7	X	-	-	-	-	-	X	-	-							
		Macintosh10.13	-	-	-	-	X	-	-	-	-							
		Macintosh10.14	-	-	-	-	-	X	-	-	-							
Tablet	iPad, 6th Gen	iOS 11.4										-	-	X	-	-	-	-
	iPad Pro	iOS 10.2										X	-	-	-	-	-	-
	Nexus 9	Android 6.0													X	-	-	-
Mobile	iPhone XS Max	iOS 12.1													X	-	-	-
	iPhone X	iOS 11.4													X	-	-	-
	iPhone 7	iOS 10.1													X	-	-	-
	Google Pixel 3	Android 9.0																X
	Galaxy S8	Android 8.0															X	-
	Nexus 6P	Android 7.0															X	-