Talking Points for Taking Temporary Bypass Calls

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# What is a temporary bypass and why are they installed?

A temporary bypass is an insulated cable that is ran above ground from the customer's meter to the transformer or pedestal. Bypasses are installed whenever there is damaged to a customer's underground wiring and provides the customer with full electric service temporarily while an electrician makes repairs to the customer's URD drops (the wiring between the meter and the transformer or pedestal). In most cases, it is the customer's responsibility to have the URD drops repaired or replaced, not CenterPoint Energy's.

## Who can have a temporary bypass and who can't?

Any <u>occupied</u>, single-family home can have a temporary bypass cable installed.

Temp bypasses are NOT installed for the following due to safety/liability reasons:

- Mobile homes
- Apartments
- Duplexes
- Town homes
- Vacant or model homes (homes where the builder is the current acct holder for the electricity)
- Commercial property
- Pool installations
- Residential homes with CT meters (greater than 200 amps)

# **Temporary Bypass Contracts and Charges**

Customers must sign a temporary bypass contract/agreement that outlines CenterPoint Energy's terms and conditions for installing a temporary bypass before the crew the bypass is installed. By signing the contract, customers agree to the charge of \$476 to have a temporary bypass installed. This charge is billed to the retail provider for each month the bypass is installed and remains hooked up for customers. It is not prorated. Thus, if a customer has a bypass installed on November 15th, we receive the signed agreement on the 16th and the customer calls in that same day to notify us that all repairs have been made and the bypass is ready to be removed, the full \$476 still applies. Likewise, if the customer's contract expires by one day and he/she calls to request the bypass be removed, the full \$476 still applies.

# CHG Orders – Remove Temporary Bypass

- Bypass removals can take up to 15 business days or longer weather/workload permitting
- The day order is issued counts as the first business day
- When issuing bypass removal orders be sure to:
  - Get customer's full name and contact phone #
  - Ask if the meter is accessible at the home, no locked gates or dogs
  - If speaking with electrician, also ask if main breaker is inside or outside of home (you can also ask the customer, but keep in mind not every customer knows what a main breaker is or knows where it's located so this can cause for a complicated conversation)
  - If customer or electrician states that the gate is locked, they have dogs, or the main breaker is somewhere inside of the home, place a call-ahead request on the order and notify them that the crew SHOULD give them a call about 30 mins before coming out to ensure they have access to property. No bigger timeframe can be provided other than 30 mins. If the customer or electrician insists they need a specific date or time or any other special accommodations, refer them to a service consultant as there is nothing more that you can do
  - Bypass removals are a low priority order for crews since the customer already has power. If a bypass removal order is still pending (green flag is showing) and it happens to exceed 15 business days, inform the customer that the order is still assigned to a crew and they currently have many bypasses waiting to be removed. We are unable to provide a more specific timeframe once order is outside of 15-business day timeframe, but crew will get to order as soon as possible weather/workload permitting
- The billing for the bypass cable will stop as soon as the bypass removal order is issued
  - If the bypass charge has already been applied to the acct after the bypass removal order is issued, the charge will still appear on the customer's next electric bill but he/she will not be billed again anytime thereafter
  - The billing will NOT stop for the bypass cable unless the CHG order is coded
     "Remove Temporary Bypass." No other CHG order type or code will stop the billing on the acct.
- Notate that bypass removal order was issued on service center spreadsheet in the third column next to the ESI-ID # and the date that the order was issued on (i.e. Issued CHG order on 9/22/20)

• Bypass removals are often issued before the bypass contracts are received. If a customer or electrician calls to request a bypass removal and there isn't already a bypass install case and service order on the acct, research FocalPoint or netCADOPS to verify that a bypass was actually installed. Once confirmed that a temp bypass was installed, issue the order. If a permit is required, create the order and advise the caller accordingly. Once the permit comes in, the order will automatically be dispatched to the field.

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#### Example of bypass removal w/o CAH

#### Example of bypass removal w/CAH

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# Temporary Bypasses vs. Secondary Bypasses

Secondary bypasses are often mistaken for temporary bypasses. Like temporary bypasses, they are above-ground cables encased in black or gray tubing; unlike temporary bypasses, they run from transformer-to-transformer or transformer-to-pedestal. They are typically installed whenever there is URD damage on CNP's side and they often power multiple homes.

Customers are not billed for secondary bypass cables nor are they given a contract to sign whenever a CNP crew installs them.

Any customer that contacts the temporary bypass desk regarding a secondary bypass should be referred to a service consultant as they are responsible for issuing the service orders to have them buried or removed.

**NOTE:** Temporary bypass cables should <u>**NEVER**</u> be buried. This is a <u>**MAJOR**</u> service hazard as they are designed to be installed above-ground only. If a customer mentions that the cable needs to be buried, that will indicate that it's not a temporary bypass.

### Lockband Removals

- Lockband removals allow electricians to get up inside the meter can to pull out any old wiring, install the new wiring, and attach the PVC pipe/conduit to the base of the can.
- If the electrician is not replacing the meter can or installing a new panel when making the URD line repairs, a lockband removal should suffice to allow him to get the work done at the existing meter can
- Only the lockband and meter is removed. The bypass remains hooked up at the meter and transformer or pedestal
- The electrician only needs to loosely coil at least 18 inches of the new wiring up inside the meter can and attach the PVC pipe/conduit to the base of the can. He doesn't have to hook anything up. CNP crews will take care of the hookup of the new wiring at the meter and the transformer or pedestal when they come out to remove the bypass
- The tech will leave the meter off for no more than 30 mins as the electrician is doing the work and should stay on site as well. Once the electrician finishes, the tech will put the meter back in the can and reseal it with the lockband
- After these orders are issued, they should be checked periodically thereafter for status updates

- Lockband removals can take 2-3 hrs weather/workload permitting for tech to arrive. If tech is already nearby, he can be there as soon as 20-30 mins from the time the order is issued. If the tech gets there before the electrician, he will **NOT** wait around for him to get there. The order will be turned down and the tech will move on to his next job
- Techs typically do not call ahead when they are en route for lockband removals. If a cust or electrician requests to be notified when the tech is en route, you will have to monitor the order and make the call
- Once tech has changed lockband removal status to completed, go ahead and issue bypass removal order (you can advise the customer or electrician to call back once all the work is completed as this is typically the last step in the repair process, but they often neglect to call back. Therefore, it is ok to issue the CHG order for the bypass removal).
- Lockband removals are best scheduled the day the electrician will be on site to do the work. If customers or electricians call to schedule for a future date, make them aware that it is a same day order and to call back when electrician is en route to property the day he plans on doing the work.

#### **Temporary Disconnects**

- Temporary disconnects on bypass cables should only be issued once you've identified or been advised by a customer or electrician that the meter can is being replaced or a new panel being installed in addition to the URD line repairs.
- Temporary disconnects for bypass cables require a 2-man crew to disconnect the bypass from the meter and the transformer or pedestal, they must be scheduled at least 24 hrs in advance with crew leaders, and are only done on Tuesdays, Wednesdays, and Thursdays (never Mondays, Fridays, weekends, holidays, or when it's raining).
- Only issue one temporary disconnect on a bypass cable per service center. If more than one needs to be scheduled out of the same service center for a particular day and there's not an option to schedule it for a different day, e-mail or call the crew leaders first before scheduling the order for a customer or electrician
- If there's a high chance of rain during Tuesday, Wednesday, or Thursday of any given week that a temporary disconnect is being requested, DO NOT SCHEDULE THE ORDER FOR THOSE DAYS!!!
- Like regular temporary disconnects, temporary disconnects on bypass cables can be scheduled up to 3 days in advance

- Temporary disconnects on bypass cables are typically done during the morning hours on the day for which they are scheduled. Crews begin work at 8am and it's a 4-5 hr timeframe for their arrival weather/workload permitting. Thus, you can inform the customer the crew SHOULD arrive sometime between 8:30 – 1:30.
- If a permit is required and not yet on file, notify the customer or electrician that the permit must be on file before another crew can return later that same day to hook up the new URD drops and restore permanent power
- After scheduling a temporary disconnect, e-mail the crew leaders to notify them accordingly
- On the day of temporary disconnect, monitor the order closely (every 15-30 mins is fine) to ensure that it gets completed
- If a temporary disconnect is turned down, it most likely will need to be rescheduled for the next available date (i.e. if it was originally scheduled for a Tuesday, reschedule for Wednesday; if it was originally scheduled for a Thursday, it would need to be rescheduled for the following Tuesday). Depending on the reason it was turned down, it may be able to be rescheduled for later in the day if the customer or electrician wishes. Please consult with the crew leaders at the corresponding service center to see what the best course of action may be

## Lights-out CHG Orders (Reconnect after Temporary Disconnect on Bypass Cables & Reconnecting Bypass Cable after Temporary Disconnect)

- After a customer or electrician calls to notify that all repairs have been completed and they are ready for service to be restored, you would issue a standard CHG order (exchange meter like-for-like) in CRM and check the "lights out" box.
- · Lights-out CHG orders are worked in a 4-hr timeframe weather/workload permitting
- After issuing the lights-out CHG order, monitor closely to ensure that it gets completed
- Once order is completed, issue "remove temporary bypass" CHG order to stop the billing for the bypass
- Void the "remove temporary bypass" CHG order after letting it "settle" in the system for at least 5 mins

• If a customer needs to have the bypass cable reconnected after a temporary disconnect earlier in the day, issue a standard CHG order (exchange meter like-for-like) in CRM and check the "lights out" box. This should only be needed if the electrician wasn't able to finish the repairs or could not get the permit to be released that same day.

Example of Lights-Out CHG order to Remove Bypass and Reconnect New Drops

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**Example of Lights-Out CHG Order to Reconnect Bypass** 

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**Note:** You may need to override the permit to issue the lights-out CHG order so the bypass can be reconected at times. If so, just select the "Internal CNP Use" option from the Override Permit dropdown menu

## Turndowns

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• To identify whether an order is turned down, click on the service order # to view the user status (screenshot below).

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Once you've identified that the order has been turned down, you can find out the reason why by either looking at the Interaction History tab or clicking on the checkered flag to reveal the order's actions.

#### Identifying Turndown Reason via Interaction History Tab

Take the following steps to identify a turndown reason by viewing the Interaction History tab.

1. Click on the Interaction History tab.

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2. Look for the Service Order Turndown IREC description and click on Interaction Record.

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3. Make sure the service order # on the turndown IREC matches the service order # that was actually turned down.

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#### Identifying Turndown Reason via Checkered Flag

Take the following steps to identify a turndown reason by viewing comments on the Z Order Electric Screen.

1. Click on the checkered flag of the service order to *show actions*.

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Rer Rer	nove Temporary Bypass	03/26/2021 03/29/2021	97597103
A Rer	nove Temporary Bypass	03/12/2021 03/15/2021	97426296
A Inst	all Temporary Bypass	12/31/2020 12/31/2020	96664372
A Ten	np Disconnect	12/31/2020 12/31/2020	96578449
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2. Click on Enhancement, then scroll down and click on Z ORDER ELEC.

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#### 3. Click Tech Remarks.

Additio TW01 DATA1	TW01 DATA2	TW11 DATA1	TW11 DATA2	TW11 DATA3	Tech Remarks	
Completion Date	05/10/2021	Completion Tr	me	13:45:00		Light Type
Backdaled Install DI	1	6				100W-Guard Light
Purpose Code		Reference Ord	fet			150W-Security Light
Internal Reason	29	Ref Order Sou	rce			175W-Security Light
Permit Required		Permit Numbe	¢.			250W-Security Light
Special needs ind		Light Off				400W-Security Light
NAESB Receipt Date	05/10/2021	Priority				1000W-Security Light
NAESE Receipt Time	09:41:37	Premium Disc	onnect L			150R-Roadway Light
Requested By	1	Permit Key				
EDI or Manual		EAI-MDI Trani	D.			

4. If the tech/crew left any turndown remarks, they'll be be found here.

4			~	<ul> <li>Save</li> </ul>	Back	Exit Ca	ncel Sy	stem 🦼	Change Log	
Order		9871415	8	0	rder Type	HMS1		Desc	Remove Tempo	orary By
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If a turndown is not clear, get with a crew leader from the corresponding service center to gain clarification.

#### **Common Turndowns on Bypass Removals**

#### **Turndown Reason**

#### Solution

Wires not inside meter can & PVC/conduit pipe not attached to base of meter can (often turned down as <i>Cust Not Ready, Cust Needs to</i> <i>Meet Electrician, Service Drop Not Installed,</i> <i>No Wires O</i> )	At least 18 inches of new wiring must be installed up inside meter can; conduit pipe must be attached to base of can
URD drops not dug to proper point on transformer pad/drops ran to primary side (wrong side) of transformer pad	Drops must be ran to secondary side of transformer where small "V" notch is located; at least 6 inches of wire must be coming out of the ground on this side
Trench/URD ditch uncovered	Trench must be completely backfilled with dirt leaving 12-18 inches open next to transformer/pedestal; CNP crew will fill in dirt once they hook up new drops at transformer/pedestal
Drops not deep enough	Drops must be dug at least 18 inches deep; if a direct burial type of wire is used (not installed inside conduit pipe), it must be at least 24 inches deep
URD drops trespassing/trespassing drops	Drops must be running to nearest transformer or pedestal; anything else is considered trespassing
Drops not dug within 12 inches of transformer pad	Drops must be dug within 12 inches; at least 6 inches of wire must be coming out of the ground on secondary side of transformer
Main switch inside premise	Main breaker inside

- If order is turned down due to a locked gate, dog, or no access to main breaker, simply reissue it. If the order continues to be turned down due to these reasons, get with crew leaders to ensure that the crew calls the customer when en route or request that order be given to an evening/night crew when customer will be home to provide access. As always, no guarantees can be made.
- Click<u>here</u> a full list of turndown codes/reasons

# Discretionary Credits (Extensions) & Discretionary Charges (Manual Rebills)

If you need to issue a credit for a customer who was billed in error, or to grant an extension for a few days or longer without rebilling the account, take the following steps:

1. Click on the arrow on the Electric tab and then click on Create Non-Revenue Adjustment

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- 2. Next, you'll select the date of when you're entering the credit (1)
- 3. Enter **ZDCA6C** for the Line Item Type Code (2)
- **NOTE:** Remove the *C* at the end of the Line Item Type Code when doing a manual rebill. All other steps are the same
- 4. Enter the amount of the credit or charge (3)
- 5. Enter the service order # (any service order # will work, just copy & paste) (4)
- 6. Click Execute (5)

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# Verify Meter Data MMOs

This service order should be issued whenever there is confusion as to whether a temp bypass has actually been installed at a property.

1. Click the arrow on the Electric Service Orders tab and select Miscellaneous.

SAP Intera	acti	on Center							
r I	UEN	TES RODESNO / 6100675081-6							
	11906	MORNING DEW LN, HOUSTON, TX,77067-2112							
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Premise Overview		First / Middle / Last Name:	FUENTES						
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Gas Service Orders		Miscellaneous							
HSP	•	Remove Meter							
HSP Opportunity &	Pro	Unmetered							
Interaction Record		Temp BYPASS Installed Case							
Interaction History	•	Create Notification Case							
Landlord Agreemen	t >								
Meter Reading									
Preference Center	•								
Security Deposit									

2. Click on the Purpose Code dropdown, select Verify Meter Data, and click the Create icon.

		and the second se
ellaneous Order Create:		
Order Type:	Miscellaneous	*
Purpose Code (IR):		Job Code:
Eslid: Date Wanted	Dead Animal & Misc Request	
Adjusted Request Date:	Transformer Open Problems w/Fire Ants	1
Field Order Due Date:	Problems w/Wires NonHazard Condition	Finish Time:
Call Ahead	Problems s/Pole NonHazard Condition Problems w/Transformer	
Contact Name:	AMS Post Sweeps Verify/Check A GLN Number	í
	Install Lockband	
	Remove Lockband Install Angle Adapter Elbow	
	Dual Socket Adaptor	
	Verify Meter Data	
E X 2 C I Release	Investigate DG	
	Check Meter security/Tamper Alert	
	Workaround Temp Disconnect Workaround Reconnect After Temp Disc PCB	

3. Click the Requested By dropdown, select CNP, add the necessary notes/remarks to let the tech know you're requesting verification of whether a temp bypass is installed at the property, and click Save (no need to enter a contact name or phone #).

	nacion End									
H E	actric Outage   Focal Point Query					Get Predictive Data				
. *	scellaneous Order Create: 1	100653431								
	Order Type:	HMS1	08		Verify Motor Data			Created By:		
	Order	100553431			Job Code	MMOGSR		System Status		
	Date Wanted	11/16/2021		10				User Status:		
	Adjusted Request Date:	11/16/2021			* Requested By	CNP	-	CR Request Date:	11/16/2021	
8	Field Order Due Date:	11/18/2021			Start Time: 09:56	1.000		-		
•	Esid	10089010375	57565725100			Customer				
	Order Handling					ONP	-			
	Call Ahead		2							
	Contact Name:				Contact Phone					
	DI EASE VEDIEV WHETHED TEN	AP BYPASS IS	INSTALLED							

4. Check the order over the next couple of days to see if it was completed and what the results are.