

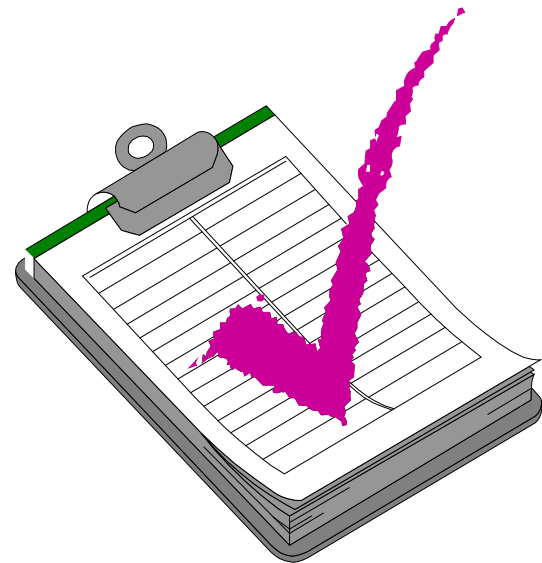
Retail Access Information System

RAIS Training

Last update: March 2015

Overview

- General Company & Program Information
- Supporting Transactions and Files
- Account Number Changes
- Multiple Marketer Handling
- Available Billing Options
- Q&A



Retail Choice Operations Functions

- Manage ESCO Market Entry and Exit
- Systems and Business Rules Training
- Inquiry Handling
- Problem Resolution
- Operational Responsibility



ESCO/Marketer Central

@ www.coned.com/ESCOs

*Your One Stop for Useful Information Related
to the Power Your Way Program*

- Electric rate schedules
- Customer meter reading schedule
- Service territory map
- Con Edison's Holiday Schedule
- Implementation of EDI in Con Edison's service territory

Transactions & Supporting Files

- Historical Usage
- Enrollment
- Drop/De-enrollments
- Price Change

Supporting Files



Transactions



- Account Listing
- Monthly Usage
- Change

814 Historical Usage Request

- Historical Usage Request - 814 HU
- EDI Central - Supplemental Guideline for 814 HU request provides required segment information about 814 format. The link for EDI Central is located on “ESCO/Marketer Central”

814/867 Historical Usage Response

- 814 HU response will be sent accepting or rejecting the account request.
- Corresponding 867 HU file will be sent separately
- The request will be rejected if there is a block on the account

814 Enrollment Request

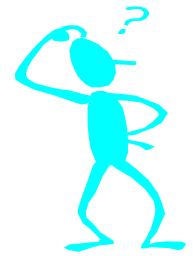
- Purpose
 - Establish a new customer with your ESCO
- Customer Enrollment Dates
 - All electric enrollments begin on regular cycle meter reading dates
 - Enrollment requests must be submitted by 4:30pm EST, at least 5 business days before next cycle date, customer will start 1 day after that cycle date. Otherwise, start will occur 1 day after the following cycle date.

814 Enrollment Response

- Purpose
 - Provides ESCOs with enrollment confirmation
 - Explains enrollment rejections
 - Provides billing option confirmation
 - Provides CUBS pricing/sales tax confirmation
 - Confirms customer start date with ESCO
- ✓ EDI Central - Supplemental Guideline for 814 Enrollment provides required segment information about 814 format. The link for EDI Central is located on “ESCO/Marketer Central”



Multiple Marketers



- Enrollment attempts by other ESCOs when customer is pending enrollment will be rejected.
- Associated ESCOs and customer will be notified of enrollment attempts while customer is pending.
- Enrollment attempts by other ESCOs when customer is active will be accepted.

814 Change Request

- Purpose
 - Change An ESCO Customer's Billing Option
 - Change CUBS commodity price
 - Change CUBS sales tax rate
 - Change CUBS customer charge

814 Change Request (continued)

CUBS Price & Tax Change Effective Dates

- Are not limited to regular cycle meter reading dates
- Request start date field used as actual effective date
- Must be received at least 4 calendar days before effective date

814 Change Request (continued)

Billing Option Changes

- Billing option changes can only be prospective (the effective date after the entry date)
- If request is received at least 4 calendar days before the cycle date, the change will occur on the next cycle. Otherwise, the change will occur on the following cycle date.

814 Change Response

- Purpose
 - Confirm Billing Option Changes
 - Confirm CUBS commodity pricing
 - Confirm CUBS sales tax rate
 - Confirm CUBS customer charge
 - Provide effective date of change

814 Change Request

- Also used to communicate account information or meter changes to ESCO
 - Bill Cycle, Meter read Cycle
 - Effective dates
 - Name or Service Address
 - Account Number (ATRA)

Changes to Account Numbers (ATRA)



- Results from changes in meter reading routes.
- Old accounts submitted will be approved automatically if ATRA'd in last 3 months.
- New account number will be provided in return file and account will be enrolled.
- ESCOs must immediately update records with new account number.
- Old account number will be sent in a REF45 of an 814C for transfers to existing accounts with ESCO
- Current account must be used for history requests.

867 Monthly Usage

- Purpose
 - Provides customer consumption
- Availability
 - 1 day after bill “made” date

814 Drop/De-enrollments

- Customer or Marketer requested de-enrollments:
 - Restricted to cycle meter reading dates
 - De-enrollment request must be submitted at least 5 business days before customer's next cycle date, de-enrollment will occur on that date. Otherwise, the de-enrollment will occur on the following cycle date.
 - EDI Central - Supplemental Guideline for 814 Drop request provides required segment information about 814 format. The link for EDI Central is located on "ESCO/Marketer Central"

814 Drop/De-enrollments

- Retention Period
 - When customer contacts Con Edison requesting to de-enroll, Con Edison will send 814 drop request, reason code “A13” with text: “customer requested drop”.
 - If the ESCO receives new authorization from the customer to remain with the incumbent ESCO, an email can be sent to retailaccess@coned.com

814 Drop/De-enrollment Response

- Confirms customer end dates
- Informs of Con Edison processed de-enrollments as a result of customer calls.

Special Meter Readings

- Special meter readings are subject to a \$19 fee + tax.
- Special meter reading requests are handled offline.
- Special meter reading requests must be made at least 15 calendar days prior to the requested read date.

Processing of Customer Rescission Requests

When the customer being served by an incumbent ESCO switches to a new ESCO, the incumbent ESCO receives an 814 drop, reason code “CHA” with text: “customer switched to another provider”

Processing of Customer Rescission Requests (continued)

If the incumbent ESCO receives new authorization from the customer, the incumbent ESCO can send in an inbound 814 drop with reason code “CHA”

- ✓ This will cancel the original drop

Processing of Customer Rescission Requests (continued)

The 814 drop request with reason code CHA will only be accepted if:

- Account is active with incumbent ESCO
- Account is pending enrollment with another ESCO
- Account effective date with pending ESCO is greater than 3 calendar days

Processing of Customer Rescission Requests (continued)

- Con Edison will send:
- An 814 drop response – the effective date will match the original end date given
- An 814 reinstatement

RAIS Account Listing File

- Purpose
 - FYI for ESCOs to help our systems remain in sync
 - Reflects previous day's ESCO population
 - Active Accounts
 - Account pending enrollment
 - Accounts pending de-enrollment
 - Inactive accounts (within last 60 days)
 - Additional data for ESCO- or Utility-consolidated billing customers
 - Available on RAIS every business day
 - Please email retailaccess@coned.com for access to the RAIS website, once you are in production.

ESCO Consolidated Billing (Agency Billing)

- Con Edison internal EDI standard currently used
 - NYS EDI standard will be introduced
- Paper bill method is temporarily unavailable
- Test Parameters & Timeframe
- Ineligible Accounts
 - Con Edison Payment Agreement Customers
- ESCO must maintain ability to bill both consolidated and non-consolidated customers
- True-up between EDI & RAIS data recommended.

Consolidated Utility Billing CUBS

- Rate ready model; simple commodity rates
 - \$/kWh or therm
- ESCO must provide sales tax percentage
- ESCO charged per account per month Customer receive billing service credit on delivery bill

Questions

