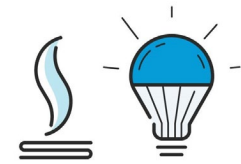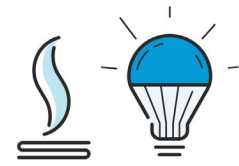**ConEdison/ORU**
CIS Replacement Kick-Off FAQ 9/13/2021

Question	Answer
Will there be a difference between the CECONY and O&R account numbers? For example, will one always start with a 1 and the other always start with a 2?	No, there will not be any difference in account numbers between the two operating companies. All account numbers will be assigned randomly.
Your presentation indicated that the legacy account number would be accepted for 90 days and that you would return the new account number on the response transaction. Will you also be including the legacy account number in the REF*45 field?	We will not pass back REF*45 field on outbound responses. Only REF*12 with new account numbers will be sent.
I would like to double check that there will be a list of old/new account numbers so we can update behind the scene.	As part of cutover process, spreadsheet will be sent to EDI biller with old/new account numbers.
How will vendors get the new account number if they currently do not receive 814C EDI.	Legacy account numbers and new CC&B account numbers will be handled as per below: ESCOs: - Customer account number - During the cut-over period, we will be using the 814AC EDI transaction to send the ESCOs the customer legacy account numbers and the new 11-digit CC&B account numbers. - ESCO shell account number - The CC&B ESCO shell account number will be communicated via email to respective marketers during cut-over period. DERS: - DERS shell account number - The CC&B DERS shell account number will be communicated thru email to respective company during cut-over period. - DERS that participate in CDG will be receiving the legacy and CC&B account number via email. - DERS that do not participate in CGD should obtain the CC&B account number from the customers. EDI BILLERS: - Customer account number - The CC&B Customer account number will be communicated via email to respective EDI Billers during cut-over period. Customers: - There will be separate communication efforts to provide the customers with information about their new account number.

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Question	Answer
What is the anticipated timing of when the new account numbers will be used on the host meter bills (HMB)?	The new account numbers will be listed on the first bill generated on the host account.
Will the host meter bill only have the new account number (won't be a mix of old / some new on a given HMB)?	All bills generated from CC&B will have only the new account number.
There is a 90 day grace period for use of the old account number on EDI. Do we have a grace period for allocation percentage submissions?	EDI transactions with the old account number be accepted during the 90 days grace period thru EDI batch. This grace period does not apply to any external facing websites (like TCIS NG, RAIS websites) , therefore legacy account numbers (both customer and ESCO shell) will not be accepted after CC&B goes live.
Will the customer's bill format change?	The bill format will not change. All customers will be receiving a brand new account number in their bills once go-live.
The slides mention 814c will not be sent for ATRA - Could you elaborate on how we will be notified of changes in account?	ATRA accounts were results from changes in meter reading routes. This will no longer generate a change in account number. If a customer, who is enrolled with an ESCO, moves and would like to participate in ESCO Portability/Seamless Move, the ESCO will be notified of the account change via 814E Enrollment Response.
Will the host meter bill data files change?	All communications/files going out to external agencies will have the new CC&B account number.
What is the impact to cancel/rebills that occur after the new system is implemented for periods from the legacy systems? Will you keep the same bill option from the original period?	There will be no impact for cancel/rebills process that occur for periods from legacy systems after the new system is implemented. The bill option will stay the same.
Will ORU allow for customer charge through an 814C?	While CECONY allows for customer charges through an 814C, ORU will not allow customer fix charges. O&R will allow only rate change through 814C.
Will we be able to do ESCO accounts from CECONY via EDI as we currently are unable to?	Similarly to customers that are enrolled with ESCOs with the dual billing option, once CC&B goes live, customers that are enrolled with ESCOS with the CUBs billing option will be able to be enrolled in EDI billing as well.
Will we be able to continue to use MyAccount/Website without removing accounts from EDI? Often times we need to pull a paper bill from the website or just look at information on the website and for some vendors this can automatically remove an account from EDI billing. Also, If registered will it automatically have paperless billing? If paperless billing is activated, will that kick it off EDI billing if enrolled?	Customers enrolled in EDI billing do not receive paper physical copies of the bills as they are being suppressed as part of EDI Billing. Please note that the customers have the ability to view the bill document (PDF) on our website through "MyAccount" without impacting the EDI billing. If you are experiencing issues, please let us know and include examples where it happened. This process will continue to be supported once CC&B goes live.

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If a supplier sends an 814 Change for the guaranteed savings credit prior to conversion, will that credit be applied to the customer's account and "billed" post-conversion?	The credit will be applied to the customer as normal on the next bill. Two- year of customer data will be converted into the new systems. Older data will be archived.
Will load profile codes change for either company?	No, the load profile codes will not change.
What are the effects to EFT payments if any?	No Impact on ESCO payments.
Will customer seamless move/ESCO portability be available across CECONY and ORU? i.e. if a customer moves between the utility service areas will we be notified?	Customer Seamless Move / ESCO Portability is available only within each utility service area (CECONY/ORU/RECO). For example, a CECONY customer will not be able to do Seamless Move/ESCO Portability from CECONY to ORU service territory.
Will you also be updating the EDI notification to 814 change or keep the current method through 814 Enrollment Response?	The current process is not changing. Both CECONY and ORU will follow the same process. EDI 814 enrollment response will be used to notify Seamless Move/ESCO Portability.
Will utility rate class codes change for either company?	No, the utility rate class codes will not change.
Will a drop notification for Seasonally Turned-off customer contain a unique reason?	The drop would be utility requested with reason code REF*1P*020*Customer Moved or Account Closed~
Seasonally off - is this only for gas or does it also apply to electric?	This applies to both gas & electric.
Will ORU require a tax rate on enrollment?	The tax rate will be required on enrollment.
For the tax changes, is the ESCO expected to use the same EDI segments for O&R that they use for CECONY today?	The same AMT*9M segment will be used.
Will there be changes to the X12 other than account numbers?	Tax Rate segment AMT*9M will be used in X12 for ORU 814E and 814C transactions. Account number value will be 11 digit on REF*12 segment.