



## 2022 Electric Marketer Meeting Forum Responses

We have created the attached document answering the questions from our 2022 Annual Electric Marketer Meeting.

We want to thank you again for attending the 2022 Annual Electric Marketer Meeting. We are already planning the 2023 Annual Electric Marketer Meeting and details will be announced at a later date.

If there was something that came up at the forum that was not answered, or if you have any other questions, please feel free to contact us at [RetailAccess@coned.com](mailto:RetailAccess@coned.com).

Thank you,

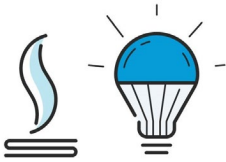
Retail Choice Operations

Consolidated Edison Company of New York, Inc.

[www.Coned.com](http://www.Coned.com)

### Contact Us

If you have any questions or comments, please [visit our ESCO website](http://www.ESCO.com) or email [RetailAccess@coned.com](mailto:RetailAccess@coned.com).



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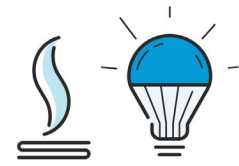
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## What should you do when you encounter issues with your RAIS account?

Every situation will be handled on a case-by-case basis. You can send an email to [RetailAccess@coned.com](mailto:RetailAccess@coned.com) letting us know where you are having difficulty logging into RAIS so we can troubleshoot your specific issue.

## When should you expect to receive missing meter read data?

EDI files are sent if there is usage to report. If the account is not billed for delivery, there is no EDI file to send out containing usage. This is the process explained in the Account Billing portion of the presentation. You can view your accounts on RAIS and see if they are billed to date.

## Will there be any changes in the RAIS system when the account number's change with the new system?

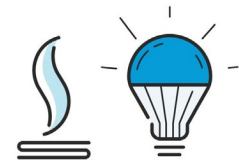
The RAIS online platform will not have any changes as a result of the system change. It will utilize the new account numbers which will be communicated to you (for example - when you request interval data you will have to use the new account number).

## Will the customer have the same 11-digit account number for both Electric and Gas service with the system updates and will the new 11-digit account numbers have a particular format to indicate the service city for the account?

The same account number will apply for the customer if they have electric and gas service. The account number will not be formatted to identify the service city for the account.

## When looking up a customer account Billing History in the RAIS website, what is the difference between ACT and EST?

ACT stands for actual meter reading while EST stands for estimated meter reading.



## Why do cancelations and rebills occur?

In cases when bills are canceled back several months and rebilled, it can be due to many reasons. For example, defective meters, improper postings of meter information, meter exchanges, transitioning from legacy to AMI or Smart Meter or estimated readings. These accounts will have to be canceled back and rectified to reflect the correct information relating to customer usage/billing.

## How do NYISO settlement differences get reconciled with ESCOs when Con Edison back bills/adjusts billing beyond 12 months?

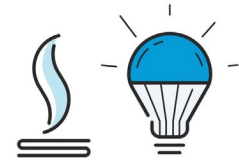
NYISO settlements only go up to 6 months. Differences that occur after 6 months (for a particular billing month) do not get reconciled at the NYISO. Please refer to NYISO's Metering Review – Revision and Lockdown Schedule for more information.

## Will the Time of Use button on the Retail Choice website be fixed?

This has been escalated to our IT group and they are working on a fix to the Time-of-Day button on RAIS. If you have a request for Time of Use data in the meantime, please email [retailaccess@coned.com](mailto:retailaccess@coned.com).

## Will reports that are currently available on RAIS CECONY website and Third-Party Access become available for ORU/RECO RAIS website?

The Third Party My Account (TPMA) interface that is currently only available to CECONY customers will eventually be made available to ORU customers after the billing systems are merged. There is no ETA for ORUs TPMA interface, as it will not be available as soon the new billing system goes live, but it is on the roadmap. There are no planned changes to the RAIS website as of right now and for ORU specific questions/report requests please continue to reach out to [RetailChoice@coned.com](mailto:RetailChoice@coned.com). If you have a specific example of a report that you generate from CECONY RAIS that you cannot access on ORU RAIS, please let us know at [RetailAccess@coned.com](mailto:RetailAccess@coned.com) and we will speak with IT and ORU to see if they plan on making enhancements to that site.



How is the POR (Purchase of Receivables) Rate projected?

We do not project the POR rate.

Where should you reach out to get specific answers for Con Edison related inquiries?

Con Edison inquiries should be sent to [RetailAccess@coned.com](mailto:RetailAccess@coned.com).

Where do you reach out for Interruptible account related inquiries?

For Interruptible account related inquiries, you can reach our Gas Supply group at [TCIS@coned.com](mailto:TCIS@coned.com) and you can also reach out to us at [Retailaccess@coned.com](mailto:Retailaccess@coned.com)