CORE/ESCO/EDI - Project Update Meeting Q&A
July 28, 2023
10:00am – 11:00am EST

Q: For the 90 day grace period, is it accurate to say that if suppliers send the legacy account number via 814 HU request, we will receive the new number back via 814 HU response with the old acct # in the REF*45 and the new acct # in the REF*12?
A: The old acct # will not be returned in the REF*45. New account numbers will be sent via the REF*12.

Q: When you performed the Parallel Billing, did you create and compare any EDI transactions?
A: We have accounted for any EDI transactions in terms of enrollment, de-enrollment, price changes while doing the billing accuracy in parallel billing, validation of EDI transactions was done in System Integration Testing / EDI testing phases.

Q: For the account number switch, when will the customers be notified of their new account numbers?
A: The Company is communicating the customer account number change to all customers through the Company's formal communications channels including bill messages (which began in the July customer bills), as well as updates in My Account, and Q&A updates on the coned.com/ oru.com website, over the next few months going into our October go-live. After go-live, all customers will receive a notification that their account numbers have changed. Any customers that have direct Bill Pay through their banks will receive communications and emails to inform them that they should update their bank profile to reflect the new account number. The Company will still support the old account number, if a customer makes a payment using the old account number.

Q: Good morning ConEd and O&R Team, we were wondering will you all be sending this segment in the enrollment response for 90 days after the cutover, per NY Enrollment Response EDI Guide? Thanks.
A: The old acct # will not be returned in the REF*45. New account numbers will be sent via the REF*12.

Q: Accounts that we have booked under the old account number but not enrolled yet - How can we get new account numbers? If we send a request for Usage - Will Coned return both the old and new accounts in those response?
**A:** You have 90 days to use the legacy account number to submit enrollments. The response will not include the legacy account number - it will only return you the new account number.

Q: Good Morning Con Ed, will RAIS or TCIS be changing in anyway with this project? Including the log in process, path, web template, etc.
A: No. The web applications (RAIS/TCIS) are expected to remain as-is.

Q: Please ensure that the account 814 change transactions are all completed first before any subsequent change transactions such as the Meter Exchange and Address cleansing.
A: 814C transactions will be sent first followed by 814C meter and other CC&B changes.
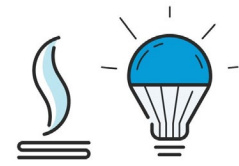
Q: Will a reference link be provided if not the legacy account number, so suppliers can identify and process the 814 HU response?
A: The legacy account number will not be sent in response.

Q: Will there be a hard or soft limit of 814 HU requests? We would plan to submit 814 HU request for all prospective customers to gather their new 11-digit account number after CORE goes live. We would not want to overwhelm CONED with these transactions on Day 1 if not ready for them.
A: There is no hard or soft limit currently foreseen for the 814 HU requests.

Q: For the RNY accounts - will we receive a drop notice for the companion accounts, leaving just the main accounts?
A: No drop notice will be sent for the companion account.

Q: Will the one RNY account already take into account the serviceable load based on the customers NYPA allocation
A: The RNY account you would have access to (if the customer is enrolled with your ESCO) would contain data for the usage over the allocated contracted amounts and the usage based on the ESCO allocation (in a Hydro setup). The NYPA allocated amount would not be shown or transmitted to you, as it is taken out first and allocated to NYPA.

Q: Are you going to send us copies of these slide deck?
A: Yes, it was posted on the Retail Choice Web Site.

Q: My apologies if this has already been covered. In the event we served a customer prior to the change but are no longer serving and they have a new account number. When Cancel/Re-Bill transactions are sent for periods when we served the customer, will those transactions reference the old account number we know or the new account number. If the latter, how are we provided the map between old and new account number?
**A:** 814C account number change transactions will be sent for the following set of accounts during cutover: 1) Active Enrolled Accounts, 2) Accounts previously served over the last 24 months, 3) Pending Enrollments accounts (future dated)

Q: Can you provide some information about how you are planning to combine RNY accounts into one account number and how the combined data will be presented? Especially with regard to RAIS/Third Party aggregation?
A: The RAIS website will consolidate and display all the information under one account (excluding the NYPA allocation). The same will be available via the EDI transaction(s).

Q: Transition timeline was focused on the 814, when will 810 invoicing stop and resume?
A: Invoicing will resume on 10/7. Any customers billed on 10/6 will also be sent 10/7.
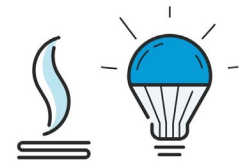
Q: Will the Green Button ESCO API continue to work with the old account numbers during the change-over period?
A: All public facing retail choice websites will include the new account numbers. Post go-live, the Green Button ESCO API will only accept the new account numbers

Q: Will there be any changes requesting usage through the RAIS website?
A: No.

Q: Will the meter exchange transactions be on cycle meter exchanges?
A: 814c will be sent with these transactions.

Q: On the third-party website will both the old and new account numbers be accessible?
A: No. All public facing retail choice websites will show the new account numbers.

Q: The questions that have been asked in the chat, will you summarize and distribute as a Q&A?
A: Yes

Q: What does the ESCO specially need to do during this transition?
A: ESCOs will need to make the necessary changes based on the needs of their internal system(s) to support the new account numbers along with additional changes listed in this presentation:
https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/19-core-update-presentation.pdf

**Q:** Another question: Do all these changes apply to ORU customers in PJM, or just NYISO?
A: CECONY and ORU align in certain processes. For the differences, please refer to the presentation. Yes, these changes apply to customer in NYISO and PJM

Q: Will consultants receive a schedule of old and new account numbers?
A: Third party customers (e.g., rate consultants) should obtain new account numbers from their clients. There will also be an opportunity for you to submit a list of your legacy account numbers, and proof that you have authorization for them, post go-live. We will return a file that has old and new account numbers as a one-time run.

Q: Back-out plan: If we have processed the 814 ref12 changes on Sunday, but go-live has been aborted, will you send another 814 ref12 change transaction? (Changing the account number back to the legacy system)
A: Our cutover plan contains multiple decision points leading up to the 814 REF-12 Account Change transactions. These change transactions will be executed after a firm go-decision has been made by the entire project delivery team. There are no provisions for a second set of 814 REF-12 Account Change
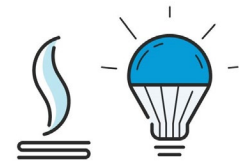
transactions to revert the new account numbers back to the old account numbers. We do recommend that all ESCOs and third parties do plan for a rollback on their end as well.

Q: Will the 867/810 transactions resume on Tuesday Oct 10 after 2 PM once all 814 changes are completed?
A: Yes.

Q: Do you know if the Demand Response settlement reports issued after the changeover will be using the old numbers, or the new numbers?
A: CECONY - only the new account numbers will be displayed. ORU - for the manual report, please continue to work with your point of contact.

Q: Will a summary of the changes regarding the combination of RNY accounts on RAIS and through EDI be provided to all participants on the call?
A: The RAIS website will consolidate and display all the information under one account (excluding the NYPA allocation). The same will be available via the EDI transaction(s)

Q: Will you be providing a cross reference list of old to new account numbers along with 814C?
A: The legacy account number will not be returned in the REF*45. New account numbers will be sent via the REF*12.

Q: Another question: Do all of these changes apply to ORU customers in PJM, or just NYISO? Didn't catch a "Yes" or "No". Is there more material covering these details? Maybe they were on the slide deck, and I missed them?
A: CECONY and ORU align in certain processes. For the differences, please refer to the presentation. Yes, they apply to both PJM and NYISO.

Q: For accounts with NYPA allocations will the entirety of load including the NYPA portion be available through RAIS and/or via EDI in addition to the ESCO only portion?
A: The RAIS website will consolidate and display all the information under one account (excluding the NYPA allocation). The same will be available via the EDI transaction(s)

Q: Changes to Rockland Electric (RECO) will align exactly with the O&R changes, correct? (This was stated in NJ EDI Call).
A: CECONY and ORU align in certain processes. For the differences, please refer to the presentation.

Q: will you try to be caught up on any missing transactions (867 and 810) before the system change?
A: We continue to work through any backlogged Retail Access-related issues (including missing 810s/820s, incorrect prices/tax rates, and missing 867s) with a goal of going into the new system with as few outstanding concerns as possible

Q: Do you anticipate any delay in invoicing during this period?
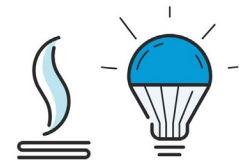
A: Invoicing is expected to resume on Oct 10, 2023. Any customers billed on Oct 6, 2023, will also be sent on Oct 7, 2023

Q: Will all of the accounts on the third party dashboard still be available (with the new account numbers)?
A: Yes, the accounts will be available on the dashboard. Please note the account numbers on the dashboard will be the new account numbers.

Q: How can we get new account numbers for customer who would have already signed up with us but have not been enrolled by go live time.
A: The legacy account number may be used for up to 90 days.

Q: Do you expect to send customers 814Cs for their account numbers or will the cross walk be delivered to them in another format?
A: No 814c are intended for ESCOs only, not customers. The Company is communicating the customer account number change to all customers through the Company's formal communications channels including bill messages (which began in the July customer bills), as well as updates in My Account, and Q&A updates on the coned.com/oru.com website, over the next few months going into our October go-live. After go-live, all customers will receive a notification that their account numbers have changed. Any customers that have direct Bill Pay through their banks will receive communications and emails to inform them that they should update their bank profile to reflect the new account number. The Company will still support the old account number, if a customer makes a payment using the old account number.

Q: How will CDG / DER providers receive the new account numbers?
A: There will be a plan in place for providing this information to CDG/DER. Please continue to work with your point of contact.

Q: How will the current production issues around missing 810, 820 and 867 transactions be handled?
A: We continue to work through any backlogged Retail Access-related issues (including missing 810s/820s, incorrect prices/tax rates, and missing 867s) with a goal of going into the new system with as few outstanding concerns as possible.

**Q:** I might have missed this, but will RAIS and TCIS show the old and new account number?
A: All public facing retail choice websites will include the new account numbers.

Q: Other utilities going thru this change have offered a portal that you can get the new account number by plugging in the old account number. This was very helpful in compliance to the new account number.
A: No, there is currently no such portal to look up the legacy and new account numbers.

Q: How will the customers that do electronic exchanges receive their new account numbers?
A: Agency/EDI Billers will be receiving their new and old account numbers via email.
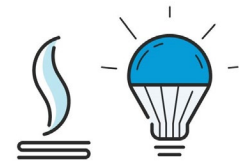
Q: How will this be handled for accounts not enrolled on my account and have not received bills in a year. We have some like that?
A: 814C account number change transactions will be sent for the following set of accounts during cutover: 1) Active Enrolled Accounts, 2) Accounts previously served over the last 24 months, 3) Pending Enrollments accounts (future dated).

Q: Can the EDI providers be included on the email communication for the REFAJ number for the ESCOs we are serving?
A: The intent is to send the shell accounts to the respective ESCOs. If the EDI Service Providers, provide the list of the ESCOs that they are serving and their REFAJ number, we can accommodate for such request.

Q: Just a follow up, on showing the Old Account Number on RAIS and TCIS... there is currently a Previous Account No line on RAIS... would it be possible to populate old accounts in?
A: The previous account number in RAIS is used for accounts that go through the ATRA process. The ATRA process will no longer occur when we go live in CC&B. Meter reading route changes will not trigger an account change.

Q: REF45's are required on 814C's where the UAN is changing, correct?
A: During the cutover period, the 814 Account Change transactions will have the REF45.

Q: Will Sync Lists be reflecting new account numbers on day 1?
A: Yes

Q: Are there any changes to RAIS to align ORU information that is available with what is available for CECONY... i.e., Recharge Indicator, Net Metering Indicator, Summary Data, NYISO Reported Hourly Data reports?
A: No

Q: Will we be able view ORU accounts on RAIS website going forward?
A: No