

ConEdison and Orange & Rockland's Customer Information System Replacement Project FAQ August 30, 2023

1. What day will you be communicating the new REFAJ number?

The plan is to send the Shell Account (REFAJ) to the ESCOs and any EDI Service Provider that has requested the shell account on Sunday, October 08, 2023.

For more information regarding the schedule, please review the schedule in the following link:
<https://cdnc-dcxprod2-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf>

2. Will old acct numbers be visible?

The legacy account number will be displayed on the customer's bill and available online through MyAccount for Customers and for the ESCOs through the RAIS and TCIS website.

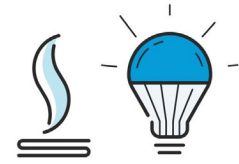
3. Will ESCOs be able to send an enrollments or billing information during the cutover period?

On Thursday, October 5, 2023 @ 4:30PM inbound transactions (ESCO to Utility) will stop (our inbound listeners will be shut off), and any future inbound transactions (ESCO to Utility) will receive the standard unavailable message until the system is back as per the schedule on Tuesday, October 10, 2023 @ 5:00am.

On Saturday, October 7, 2023 @ 5:00PM outbound transactions (Utility to ESCO) will stop and will resume as per the schedule on Tuesday, October 10, 2023 @ 5:00am.

For more information regarding the schedule, please review the schedule in the following link:
<https://cdnc-dcxprod2-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf>

4. Q&A from last meeting, if a legacy acct number is sent in HU req, the response will not include a REF-45 for the old acct number.



During cutover, both CECONY and ORU will send 814 Account Change transactions, which will include the new account number (REF12) and the corresponding legacy account number (REF45) for all active enrolled accounts, all accounts served over the last 24 months, and any pending enrollment accounts (future dated).

The ESCOs will then have up to 90 days to send any 814 request files with their legacy account numbers. Please note that all responses and outbound transactions will comprise of the new account number, and the LIN segment item identifier from the inbound file.

Should the legacy account number be needed by an ESCO for any transaction, the web application portal now contains a feature to lookup the legacy account number using a new account number.

- 5. I believe that for the 814HU response, ConEd will not be sending the legacy number in the REF*45 in the 814HU response, but rather they will respond with the new account number in the REF*12 and the old number can be looked up via the BGN or LIN EDI segment. Is that correct?**

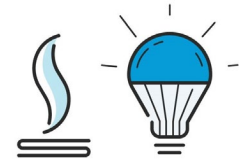
ESCO have the ability to match their requests by using the LIN Identification Number segment (LIN01) that contains a unique identifier of the transactions. The LIN segments can also be used in conjunction with the BGN segments.

- 6. Will you be sending a cross reference list for the old account number and the new account number. Typically, utilities provide a cross reference list for all accounts of a supplier. Will an excel sheet be provided?**

The legacy account number and new account number will be provided to the various entities as per below:

Shell Account Number (REFAJ) for ESCOs:

CECONY/ORU shell account number will be communicated thru email to respective marketers during cut-over period. Additionally, the shell account number will be shared with EDI Service Providers (ESP) that requested the shell account numbers for their corresponding ESCOs.



DERS Shell Account Number (REFAJ) for DERS:

Similar to the ESCOs Shell Account Number they will be emailed to the respective DERS.

Customer Account (REF12):

CECONY/ORU will send 814 Account Change(s), which will include new customer account number (REF12) and legacy customer account number (REF45), to ESCOs for all active enrolled customers, accounts previously served 24 months, and pending enrollment accounts (future dated).

Agency/EDI Billers:

The legacy customer account number and new customer account number will be provided via email on a Microsoft Excel file to the respective Agency/EDI Biller.

For more details, please visit the newsletters section: www.coned.com/escos

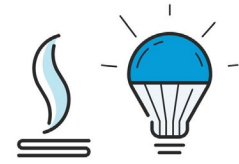
7. Are you still making changes to EDI segments? Have all issues been resolved? Will Engie be receiving a cross reference list?

This is specific to Agency/EDI Billers testing (Custom 810 – not applicable to ESCOs), which was answered directly by the technical team. Please see above regarding the account list.

8. Will supplier Rate Ready rates carry over to the new system seamlessly?

The rates submitted by ESCO up to the cutoff point will be in the new system.

For more information regarding the schedule, please review the schedule in the following link: <https://cdnc-dcxprod2-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf>



9. Inbound transactions will be cut off Thur, billing responses will be sent until Sat, what happens to the 997s? What happens to 997s that the ESCOs send on Sat in response to the outbound files from utility?

Any inbound (ESCO to Utility) that we receive up to Thursday, October 5, 2023. ESCO will receive the 997 Acknowledge.

The 997 Acknowledge for the transactions being sent from the Utility to the ESCOs after 10/5/2023 need to be held until we resume EDI transactions, and our listeners are back as per schedule.

For more information regarding the schedule, please review the schedule in the following link: <https://cdnc-dcxprod2-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf>

10. In the response of the HU request, will the response include the originating transaction ID that we can map to our request?

ESCO have the ability to match their requests by using the LIN Identification Number segment (LIN01) that contains a unique identifier of the transactions. The LIN segments can also be used in conjunction with the BGN segments.

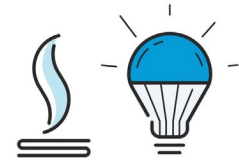
11. Unbilled customers - About 6k accounts that show up in the monthly report. The count is increasing. When will this be done?

Goal is to reduce unbilled customers as much as possible pre-go live and we have dedicated resources working towards that. The unbilled numbers continue to decrease across the company. There is also increased pressure for ConEd to continue to reduce unbilled revenue to avoid negative rate adjustments that were approved in the most recent rate case.

If an ESCO has high priority unbilled accounts, they should notify their customers to contact Customer Service and in addition to that the ESCO can send Retail Access a list of those accounts and we can also ask Customer Service to prioritize.

12. Aggregations - sending a REFAJs will be sent; will a separate REF AJ be sent for aggregations?

The process is not changing and ESCO will receive their REFAJs accordingly. For instance, if you have two shell accounts today, you will receive two new REFAJs. There is no difference between Aggregator and non-Aggregator in terms of the receiving their REFAJs.



Thank you,

The CORE Project

Thank you,

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Contact Us

If you have any questions or comments, please [visit our ESCO website](#) or email RetailAccess@coned.com.