CORE Update for ESCOs

September 28, 2023

Guidelines for Session Engagement

Your microphone will remain disabled until we reach the Q&A portion of the presentation. Please keep your microphone on mute when not speaking

Your camera has been disabled for the duration of the meeting

During the Q&A portion, raise your hand if you would like to ask a question

You can also participate by typing a question or comment into the chat

Agenda

- Go-Live Preparation
- Business Freeze Activities
- System Updates

Go-Live Preparation

Go-Live Preparation

- **Update ESCO Contact Information:**
  - **ESCO/DERS:** Please ensure that the Con Ed and ORU Retail Choice Teams have the correct contact names, email addresses, and phone numbers to ensure that you receive your shell account number (REFAJ)during the cutover activities.

  - Please send your contact names, email addresses, and phone numbers of all personnel. In the subject line of the email, please indicate “ESCO/DERS CONTACT INFORMATION”.

  - **EDI Service Provider:** The intent is to send the shell accounts to the respective ESCOs. If you are an EDI Service Provider and would like to receive the shell account number(s), please make sure to provide the list of ESCOs that you are actively serving with their respective legacy shell account number(s) (REFAJ). In the subject line of the email, please indicate "EDI SERVICE PROVIDER SHELL ACCOUNT NUMBER “.

- **Send your information to:**
  - For Con Ed: RETAILACCESS@CONED.COM
  - For ORU: RETAILCHOICE@CONED.COM

**New ESCOs to the service territory currently undergoing onboarding will continue through the process*

Business Freeze Activities

Business Freeze Activities

Date	Timing in EST	Activity
Thu, 9/7	12:00am	New ESCO onboarding/set-up will stop
Thu, 10/5	4:30pm	Inbound transactions from ESCOs to the Utility will stop
Sat, 10/7	5:00pm	Outbound transactions from the Utility to ESCOs will stop
Sun, 10/8	2:00pm	Outbound transactions (814C-Account Change) from the Utility to ESCOs will resume
Sun, 10/8	5:00pm	Shell account number (REFAJ) will be sent by email
Mon, 10/9	*12:00am*	*Holiday*
Tue, 10/10	5:00am	Inbound transactions from ESCOs to the Utility will resume
Tue, 10/10	5:00am	New ESCO onboarding/set-up will resume
Tue, 10/10	2:00pm	Outbound transactions (814C – Meter and other CC&B changes) from the Utility to ESCOs resume
Wed. 10/11	2:00pm	Outbound transactions (responses) from the Utility to ESCOs resume

Please note: Times are approximate and are subject to change based on the execution of the overall Go-Live plan.

System Updates

System Update Topics

- **DR3 & ORT3**
  - Completed the 3rd Dress Rehearsal and Operational Readiness Testing

- **Cycle Read Dates – CECONY**
  - As part of ConEd's new billing system implementation, scheduled cycle read dates, for the remainder of 2023, are changing based on the configuration and nature of this implementation. This is a one-time activity and for the calendar year 2024, this will be back to the standard business process
  - For any future enrollments for 2023, please make sure to take the new scheduled dates into consideration.
  - For any pending enrollments, corrections to the start dates will be made by ConEd. These will reflect as a DTM150 transaction to ESCOs.

- **ESCO Payments for September & October 2023 – CECONY & ORU:**
  - To ensure a clean cutover, ESCO payments for the calendar month of September 2023 will be made earlier than the typical schedule
  - For the cutover month of October 2023, the payment will be split into two parts:
    - The first few days of service will be paid earlier than the typical schedule (while the legacy system is the system of record)
    - The remainder of October 2023 will be paid on schedule in November 2023

- **Account Number Lookup**
  - Additional feature to search for legacy account numbers using the corresponding CC&B account number

[redacted] Retail Choice

Alerts | Downloads | Billing | Capacity & Energy | Log Out

Home / ViewCustomerAccountInfo / Bill History

Bill History

[redacted]

Account Details

Name	[redacted]
CCB Account	[redacted]
Legacy Account	[redacted]
Service Address	[redacted]
Town	[redacted]
Zip Code	[redacted]
Seasonal Turn-Off	[redacted]
Next Read Date	[redacted]
Tension Code	[redacted]
Trip Number	[redacted]
Stratum Variable	[redacted]
ICAP	[redacted]
Residential %	[redacted]
LBMP Zone	[redacted]

Meter Numbers

[redacted]

Meter Readings

From Date	To Date	Use	Reading	KVARS	Demand	Bill Am
[redacted]						

Back | Man Hour Price

Additional Resources

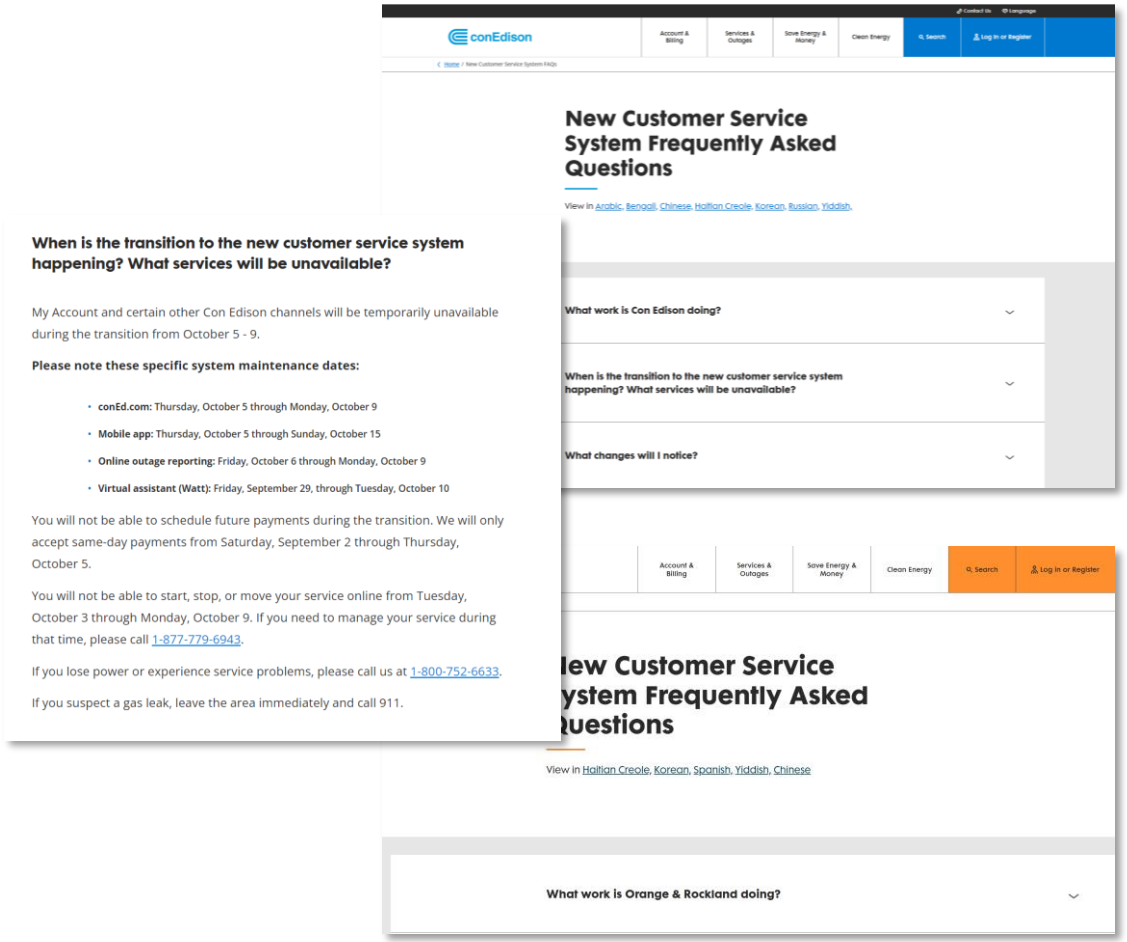
Resources For Customers

Visit the frequently asked questions pages at https://www.coned.com/en/faqs/new-customer-service-system-faqs

or

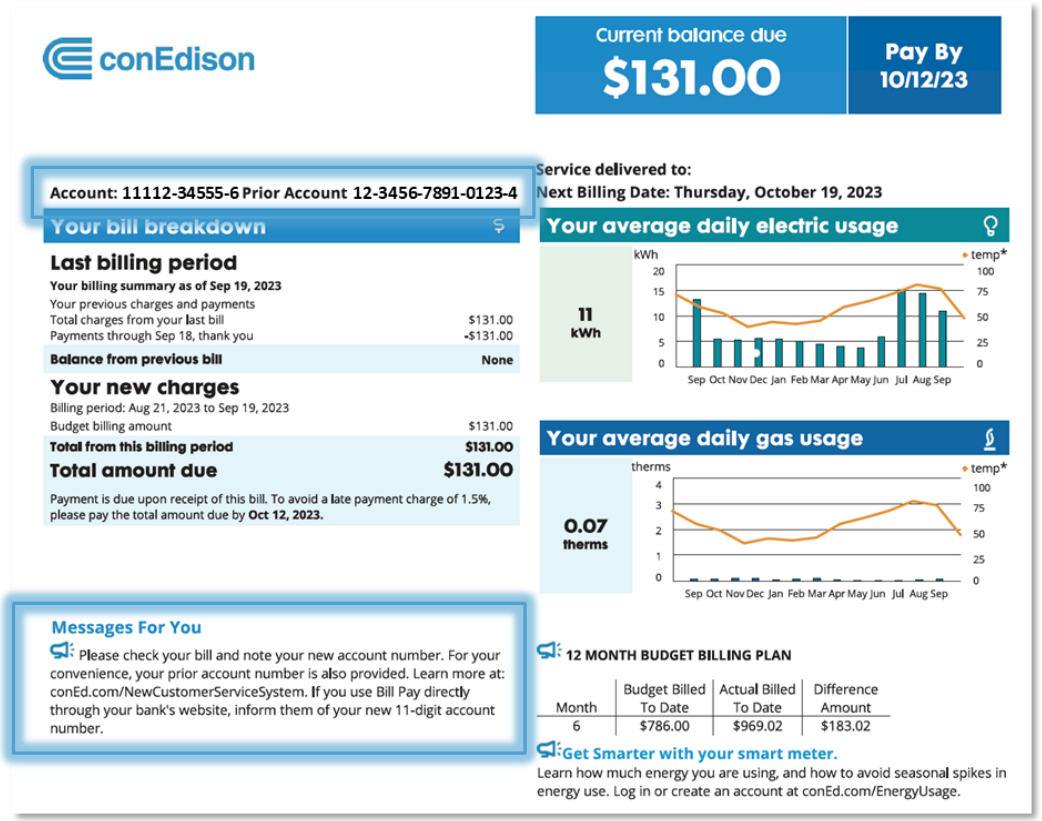
https://www.oru.com/en/faqs/new-customer-service-system-faqs

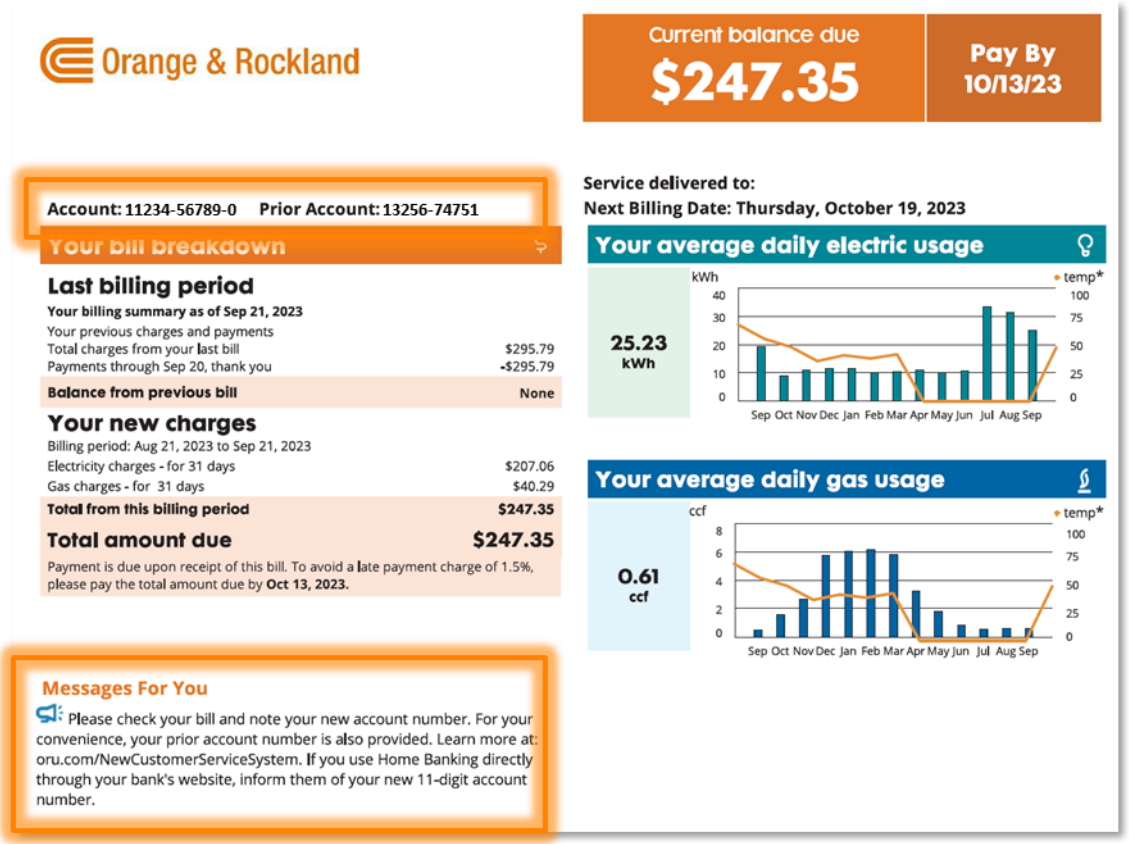
learn more about the new customer service system



Resources For Customers

CECONY and ORU bills after the new customer service system goes live will note the customer's new and prior account number for a period of time.





Questions?