



# **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

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- **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](mailto:RETAILACCESS@CONED.COM)
  - For ORU: [RETAILCHOICE@CONED.COM](mailto:RETAILCHOICE@CONED.COM)

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

# Business Freeze Activities

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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	<i>Holiday</i>
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 3<sup>rd</sup> 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



# Additional Resources

# Resources For Customers

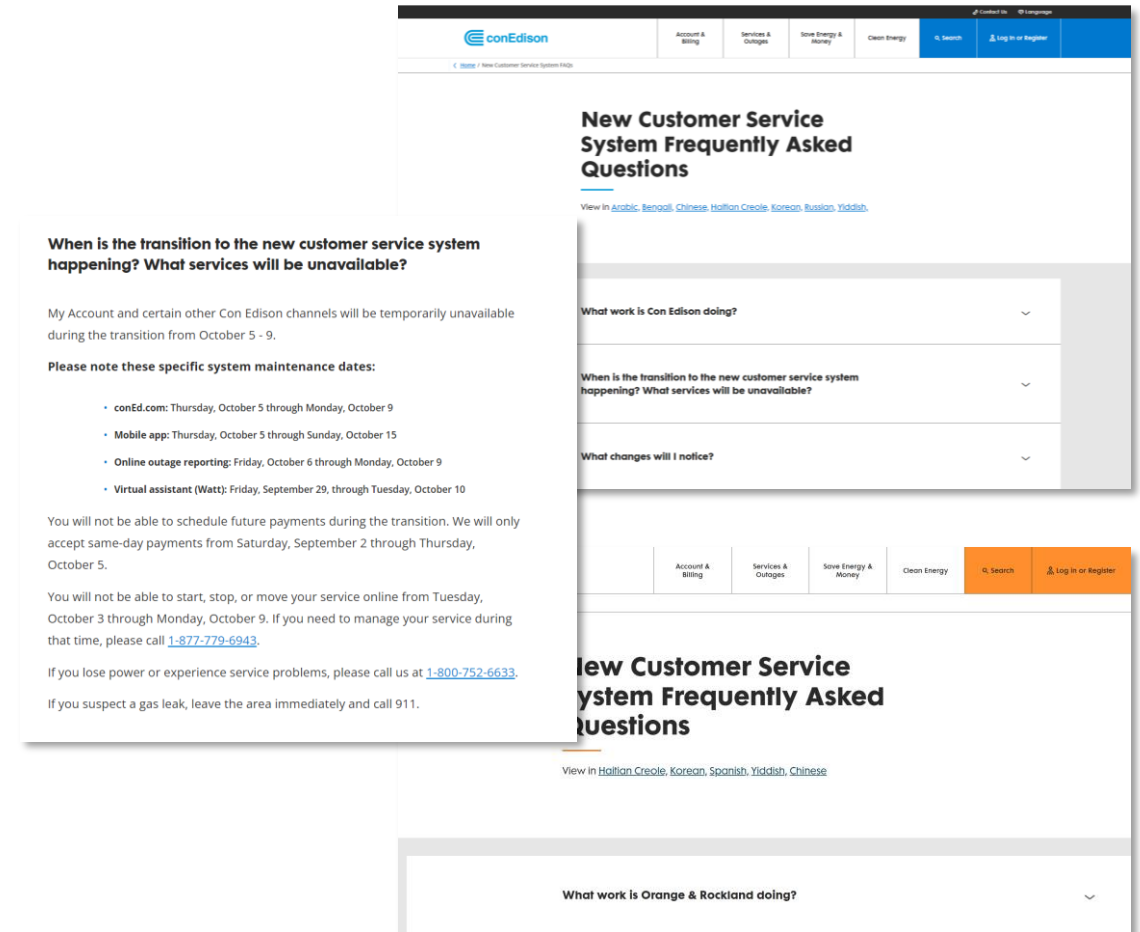
Visit the frequently asked questions pages at

<https://www.coned.com/en/faqs/new-customer-service-system-faq>

or


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

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.



Current balance due

## \$131.00

Pay By 10/12/23

Account: 11112-34555-6 Prior Account 12-3456-7891-0123-4

Service delivered to:  
Next Billing Date: Thursday, October 19, 2023

**Your bill breakdown**

**Last billing period**  
Your billing summary as of Sep 19, 2023

Your previous charges and payments	
Total charges from your last bill	\$131.00
Payments through Sep 18, thank you	-\$131.00
<b>Balance from previous bill</b>	None

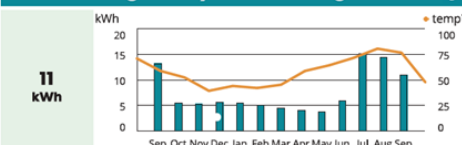
**Your new charges**  
Billing period: Aug 21, 2023 to Sep 19, 2023

Budget billing amount	\$131.00
<b>Total from this billing period</b>	<b>\$131.00</b>
<b>Total amount due</b>	<b>\$131.00</b>

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Oct 12, 2023**.

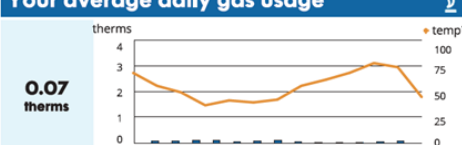
**Your average daily electric usage**

11 kWh



**Your average daily gas usage**

0.07 therms




**Messages For You**

Please check your bill and note your new account number. For your convenience, your prior account number is also provided. Learn more at: [conEd.com/NewCustomerServiceSystem](http://conEd.com/NewCustomerServiceSystem). If you use Bill Pay directly through your bank's website, inform them of your new 11-digit account number.

**12 MONTH BUDGET BILLING PLAN**

Month	Budget Billed To Date	Actual Billed To Date	Difference Amount
6	\$786.00	\$969.02	\$183.02

**Get Smarter with your smart meter.**  
Learn how much energy you are using, and how to avoid seasonal spikes in energy use. Log in or create an account at [conEd.com/EnergyUsage](http://conEd.com/EnergyUsage).



Current balance due

## \$247.35

Pay By 10/13/23

Account: 11234-56789-0 Prior Account: 13256-74751

Service delivered to:  
Next Billing Date: Thursday, October 19, 2023

**Your bill breakdown**

**Last billing period**  
Your billing summary as of Sep 21, 2023

Your previous charges and payments	
Total charges from your last bill	\$295.79
Payments through Sep 20, thank you	-\$295.79
<b>Balance from previous bill</b>	None


**Your new charges**  
Billing period: Aug 21, 2023 to Sep 21, 2023

Electricity charges - for 31 days	\$207.06
Gas charges - for 31 days	\$40.29
<b>Total from this billing period</b>	<b>\$247.35</b>
<b>Total amount due</b>	<b>\$247.35</b>

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Oct 13, 2023**.

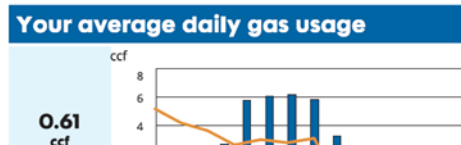
**Your average daily electric usage**

25.23 kWh



**Your average daily gas usage**

0.61 ccf



**Messages For You**

Please check your bill and note your new account number. For your convenience, your prior account number is also provided. Learn more at: [oru.com/NewCustomerServiceSystem](http://oru.com/NewCustomerServiceSystem). If you use Home Banking directly through your bank's website, inform them of your new 11-digit account number.

# Questions?

