



## CECONY Incorrect SBC FYI

An incorrect delivery rate change for electric customers was implemented in the Company's legacy billing system on October 1. Customers with a 'to date' on the bill between October 1 and October 3 were charged an incorrect System Benefits Charge (SBC) rate per kWh.

The rate was changed in the legacy billing system on October 4, so all accounts billed subsequent to the change were not impacted. On October 5, the Company began cancelling all impacted bills in the legacy billing system, and completed this task on October 6.

The Company is currently in the process of mailing letters and sending emails to all impacted customers with an explanation of the issue.

During the week of October 9, 2023 the Company will begin re-billing all impacted customers with the corrected SBC rate in its new Customer Care and Billing system (CC&B).

This is a delivery rate only and does not impact supply charges. We are notifying ESCOs of this, because there may be an increase in the amount of cancel/rebill transactions you will see via EDI.

### Contact Us

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