



Retail Access System – Issues – October 2023

The attached file contains the reported Retail Access System Issues for the month of October 2023. The next monthly report will be sent out at the end of November.

Our next quarterly meeting to continue the discussion of internal system issues is scheduled for Monday, November 27th, 2023.

Contact Us

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

ID	Issue	Progress toward resolution	Expected timing of resolution	To be removed next month
1	Incorrect billing option indicator on gas accounts - The bill option on the billing system doesn't match TCIS	Impacted population pre CC&B implementation is being adjusted. The issue is not believed to be present with the implementation of CC&B but the team is reviewing closely.	Q4 2023	
2	Final account status indicator on gas accounts - The status on the billing system doesn't match TCIS	All synch lists on TCIS have been updated and are not showing previously closed accounts as active. Any ESCOs with questions about gas account statuses are encouraged to continue to seek clarification from retailaccess@coned.com. The issue is not believed to be present with the implementation of CC&B but the team is reviewing closely.	Q4 2023	X
3	Incorrect supply sales tax updated on TCIS on gas accounts causing incorrect supply bills to customers	Sales tax was adjusted in TCIS and impacted accounts were adjusted. If there are remaining accounts you think fall into this impacted population that you do not see revised payments for, please let us know.	Q4 2023	X
5	TCIS cannot handle a consecutive drop and enrollments from the same ESCO or processing seasonal turn offs. This is causing legitimate price changes to erroneously reject.	Path to resolution has been identified, the impacted account population will be corrected with manual adjustments; gas prices will be accepted. The issue is not believed to be present with the implementation of CC&B but the team is reviewing closely.	Q4 2023	