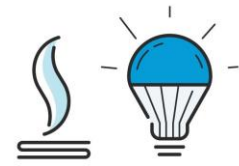


ConEdison and Orange & Rockland's Customer Information System Replacement Project FAQ for CORE Update for ESCOs, October 30, 2023

Question/Comment	Response
From a customer side, I am a customer, I did not receive a new account number and no communication.	The Company is communicating the customer account number change to all customers through the Company's formal communications channels including bill messages (which began in the July customer bills), as well as updates in My Account, and Q&A updates on the websites: (CECONY: https://www.coned.com/en/faqs/new-customer-service-system-faqs and ORU: https://www.oru.com/en/faqs/new-customer-service-system-faqs)
Noticed a lot of changes in the EDI feeds; different from what we are seeing from the info of the sites. Is this something that is being looked into Also, we having issues with receiving files	Regarding the custom 810s, we have sent all remaining files. If you have any further issues, please reach out to retailaccess@coned.com or retailchoice@oru.com .
Question about the 820 - Expectations when the new 820 are going to be sent?	820 transactions have been sent. If you are missing any transactions, please reach out to retailaccess@coned.com .
Who can we talk to when the Escalation email hasn't been responded to?	The business team is addressing this directly.
Sent some enrollment using the original enrollment and the responses do not have the old account number-. There is no reference back to the original number	During cutover, which was scheduled for Sunday, October 8, 2023, both CECONY and ORU sent 814 Account Change transactions, which included the new account number and the corresponding legacy account number for all active enrolled accounts, all accounts served over the last 24 months, and any pending enrollment accounts (future dated). Furthermore, the new account numbers can also be accessed through the RAIS / TCIS Websites for further confirmation and review.
What is the status of Phase 3 testing?	The business team is addressing this directly. Please continue to utilize the production email addresses.
EDI biller did not receive EDI files between 10/17/2023 - 10/26/2023. Is this being addressed, and accounts protected?	This has already been addressed.
Is this presentation available online or will it be circulated after meeting?	Yes. The presentation was sent via email, and it can be found on www.coned.com/escos . The Direct Link: https://cdnc-dcxprod2-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/49-core-project-update.pdf
What is the expected response time for an 814HU request? We sent a number of HU requests on the legacy account number and the responses on the new account number took much longer than we expected - i.e. request sent on 10/13 but did we not receive a response from ConEd until 10/26.	The responses time is 2 business days with any file received after 4:30PM EST considered next business day. We sent several rounds of 814C transactions the week of the 10/13. If you are missing any transactions, please reach the business email address: CECONY: Retailaccess@coned.com / ORU: Retailchoice@coned.com .



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Question/Comment	Response
Seems like new/different rate classes were introduced in 867HU after the EDI transition. Was this expected or documented somewhere?	Please provide specific examples by sending an email to CECONY: Retailaccess@coned.com or ORU: Retailchoice@coned.com
We have been experiencing several rate change rejections since updating the new billing cycles for Con Ed electric. I have sent several emails with no response?	The business team is addressing this directly.
We have examples of billing interval usage with gaps and missing intervals - is this covered in a known issue being investigated ? (straight via EDI)	As discussed, please provide an example directly to the business. The business team is addressing this directly.
For 810 invoices, we find missing REF*11 and REF*45 (required if changed within 90 days) (we can send some examples)	The transactions that were discussed with the business are correct. If there are any other transactions, please reach out directly to the business group (retailaccess@coned.com / retailchoice@coned.com)
This is regarding a certification testing, we are waiting on Phase III (Gas testing). Is there any update on that?	The business team is addressing this directly.
We had received 867s for O&R missing QTY and DTM segments for the majority of the MEAs. Sorry if this was already brought up and I missed this (last week)	The 867 transactions have been resent.
We have a list of ~30 accounts that we submitted for enrollment prior to the EDI outage (on the legacy account number), that we have still not received inbound enrollment responses for. Is this a known issue?	Please provide specific examples by sending an email to Retailaccess@coned.com

Contact Us If you have any questions or comments, please visit our [ESCO website](https://www.escoweb.com) or email RetailAccess@coned.com.