



Retail Access System – Issues – November 2023

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

Thank you for joining us at our last Quarterly Meeting on this topic this past Monday November 27th. Our next meeting to continue the discussion of internal system issues has not been scheduled as of yet, but, will likely take place in February 2024.

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	
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	
6	Some Electric ESCO price change requests were rejected due to a "missed cycle date," and it was determined that these transactions were rejected incorrectly.	There was a code fix implemented which stopped all further rejections due to this issue. A detailed analysis of the population was performed and there has been/will be ongoing communication with impacted ESCOs.	Q1 2024	
7	867 EDI interval data requests for a subset of electric accounts that receive interval usage were sent missing the first day of usage and/or 23 hours of the last day of usage.	There was a code fix that was implemented and the issue is no longer present. All impacted transactions have been identified and we are working with ESCOs to identify the best path to resolution.	Q1 2024	

Contact Us

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