



SC 9 Cancel and Rebill

Note this is for information purposes only. There was a delivery rate problem, so this does not impact supply charges. We are notifying ESCOs, because there may be an increase in the number of cancel/rebill transactions you will see via EDI.

On January 12, 2024 Con Edison discovered an error in the demand delivery rate component for our SC9, Rate I customers. There was a rate change that went into effect January 1, 2024, which was not updated on our system. All customers on this rate who had a bill generated with a cycle date subsequent January 1, 2024 would be impacted. The population is approximately 43,000 customers in total, which includes Full Service customers.

Any affected bills will be canceled and rebilled by January 25, 2024 (except for those where the impact is less than \$1). Customers receiving these adjustments will see a message on their bill explaining the adjustment, and all accounts will be noted on the billing system to keep Customer Service Representatives apprised of the situation.