



Retail Access System Issues Report January 2024

Please see the attached list of Retail Access System Issues.

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.	Q1 2024	
5	TCIS cannot handle a consecutive drop and enrollment 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.	Q1 2024	
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	
8	Invalid ESCO switches occurring where electric accounts should have switched service from one ESCO to another, but instead, were reverted to ConEd supply.	The code fix was implemented on January 12, 2024 and cancel/rebills are being performed to correct the customer accounts.	Q1 2024	X
9	There was a price change failure on both electric and gas accounts where prices were accepted, but, never made it onto customer bills.	The code change was implemented to correct the issue already, and the impacted customer bills will undergo cancel/rebill.	Q1 2024	X
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers and the root cause analysis as well as path to resolution is still underway.	Q1 2024	

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