

February 26, 2024 Retail Choice Meeting Slides

Please see the attached slides for the February 26, 2024 meetings:

- CORE Post-Cutover update
- CECONY Retail Choice System Issues

Thank you,

Retail Choice Operations
Consolidated Edison Company of New York, Inc.

www.coned.com

Contact Us

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



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Housekeeping



Your microphone will remain disabled until we reach the Q&A portion of the presentation. Please keep your microphone on mute when not speaking



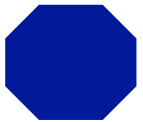
Your camera has been disabled for the duration of the meeting



During the Open Forum/Q&A portion, raise your hand if you would like to ask a question



You can also participate by typing a question or comment into the chat



Please refrain from revealing confidential customer information



CORE Update for ESCOs

February 2024

Agenda

- Program Update
- System Reminders

Program Update

CORE Program Update

- 820 EDI Transaction for Payments for January 2024 have been processed.
- Legacy Grace Period
- Retail Access System Replacement announcement

System Reminders

System Reminders

- **Newsletters/Presentations**

- Prior presentations and newsletters can be found on our website: [Energy Service Company Newsletters](#)

- **Meter Reading Schedule**

- The 2024 Meter Reading Schedule - Electric & Gas has been shared and it can be found on our website: [2024 METER READING SCHEDULE - ELECTRIC & GAS](#)
- Cycle Read Dates – CECONY ([Newsletter Issue 34](#))/ ORU ([Newsletter Issue 39](#)) post go live for 2023.

- **Legacy Grace Period**

- The grace period where we accepted both legacy and new account numbers via EDI for both ESCO Shell Account and Customer Account ended on February 22, 2024. Only new account numbers will be accepted via EDI.

- **Account Number Lookup**

- TCIS/RAIS websites will align with Con Ed/ORU overall digital customer experience which means you will be able to search via either the legacy or new account number, but only the new account number will be displayed on the website.

Questions?



Retail Access System Issues Quarterly Meeting

February 26, 2024

Agenda



2022 Rate Case



Current System Issues



Open Forum/Q&A



Next Steps

2022 Rate Case

Order approving Joint Proposal issued July 20, 2023

Retail Access Action Items

- Communicate subsequent internal system issues within 5 business days of becoming aware of a new issue. ESCOs will be notified via newsletter.
- Distribute monthly reporting on internal system issues
- **Hold quarterly meetings to continue discussion of internal system issues as well as any other ongoing/proposed impactful IT changes**

Open System Issues

ID	Issue Description	Impact	Resolution	ETA
1	Incorrect account coding	<p>Bill option indicator: The issue occurred when the billing option was changed during the gas effective period.</p> <p>This impacted approximately 1.6% of gas ESCO accounts. Electric ESCO accounts are not impacted.</p>	<p>Impacted population pre-CC&B implementation is being adjusted. There are still 113 accounts that need to be corrected which will require cancelling back months before the billing system implementation.</p>	Q1 2024
5	Rejected prices in TCIS	<p>TCIS cannot handle a consecutive drop and enrollment from the same ESCO. This caused legitimate price changes to erroneously reject.</p> <p>This impacted approximately 0.5% of gas ESCO accounts. Electric ESCO accounts are not impacted.</p>	<p>Path to resolution has been identified, the impacted account population will be corrected with manual adjustments; gas prices will be accepted. There are still about 400 accounts that will require longer term cancel/rebills being worked through.</p>	Q1 2024
6	Electric 814-C ESCO initiated price change requests rejected incorrectly	<p>Approximately 14% of electric ESCO price change requests were incorrectly rejected in RAIS because of date validation on rules that needed updating. These rejections were on requests where the effective date was seen to be right before the last cycle date received. Gas ESCO price change requests are not impacted.</p>	<p>The code fix for the date validation in RAIS to use the proper last cycle date was completed. We are reviewing the impacted population to determine next steps which can include cancel/rebill or asking ESCOs to resubmit price changes. Working on implementation plan to rectify impacted accounts and will share as soon as it is finalized.</p>	Q1 2024
7	867 interval data requests (IDRs) sent with missing intervals	<p>EDI files for roughly 30% of accounts that receive interval usage were sent missing the 1st day of usage and/or 23 hours of the last day of usage.</p>	<p>There were code fixes that was implemented, and we are working with ESCOs to identify the best path to resolution. We are also working on a communication plan to outline how dates are being passed over on EDI.</p>	Q1 2024

Open System Issues

ID	Issue Description	Impact	Resolution	ETA
8	ESCO Switch Failure	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 complete with the exception of five accounts being worked through (non ESCO related billing items). Will be removed from list next month.	Q1 2024
9	Price Change Failure	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 are being canceled/rebilled. Less than 400 accounts left that require an adjustment.	Q1 2024
10	867 MU not going out after billing is processed	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers. We are identifying the buckets that cause the 867 to not be sent, fixing root cause, and sending the files.	Q1 2024
11	Price changes for either pending enrollments or before the first bill was generated with an effective date of the enrollment	About 3,000 accounts where either an enrollment was pending or before the first bill was generated and a price was submitted with the effective date of the enrollment are billing incorrectly. Bill impacts are minimal (at most one day of usage).	Code fix was identified and will be implemented by end of week. Then the cancel/rebill effort will commence.	Q2 2024
12	Out of sequence price changes	Approximately 8K electric and 3K gas accounts were impacted. Accepted price changes were incorrectly applied for billing leading to incorrect customer bills	Configuration change was made on 02/05/2024 to correct this issue going forward. Accounts that were impacted are being reviewed and any incorrect bills will be canceled and rebilled.	Q2 2024

Next Steps

Next monthly list circulated by

February 29

Ongoing communications

- Subsequent issues will be announced in an ESCO newsletter within 5 days of Con Edison's becoming aware of an issue. Newsletters can be found at:
<https://www.coned.com/en/business-partners/become-a-supply-partner>
- Monthly reports to be filed by end of each month
- Quarterly meetings (Next one will be scheduled in May)

If a party needs to provide confidential information to raise an issue, please send it to:

retailaccess@coned.com

Open Forum/Q&A

