



CORE/ESCO/EDI April 2024 Project and System Issues Update

Please see the attached presentation from the April 29, 2024 CORE Update for ESCO (FINAL) - April 2024 Project and Retail Choice System Issues Update.



conEdison

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



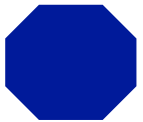
Your camera has been disabled for the duration of the meeting



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

April 29, 2024

Agenda

- Program Update
- Next Steps

Program Update

CORE Program Update

- 820 EDI Transaction for Payments for March 2024 have been processed
- **Monthly CORE Update Meetings:**
 - This session marks our final meeting.
 - Your active participation and valuable insights have been greatly appreciated.

Next Steps

Next Steps

- **Quarterly ESCO Meetings:**
 - These meetings will continue and give ESCO a forum discuss internal system issues, billing issues, and ongoing and proposed IT changes that will affect retail access and customer billing related to the billing system.
- **Retail Access System Replacement:**
 - You will receive further updates and meeting details regarding the initiative in the near future.

Contact

Contact

- **Retail Choice Inquiries:**
 - For any retail choice inquiries, please reach out to:
 - CECONY: Retailaccess@coned.com
 - ORU: RetailChoice@coned.com
- **Newsletters**
 - www.coned.com/escos

Questions?



Retail Access System Issues Quarterly Meeting

April 29, 2024

Agenda



Current System Issues



Open Forum/Q&A



Next Steps

Open 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. There are 113 accounts remaining that need further review/adjustment.	Q2 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. There are less than 400 accounts that still require further review/adjustment.	Q2 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. Next step is to correspond with the impacted ESCO to inform them of steps forward which will include cancel/price update/rebill.	Q2 2024	

Open System Issues

ID	Issue	Progress toward resolution	Expected timing of resolution	To be removed next month
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.	Q2 2024	
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers. We are identifying the reasons 867 files are not being sent, fixing the root cause, and resending files.	Q2 2024	
11	For accounts where either an enrollment was pending, or, the first bill hasn't been generated yet, and, there was a price submitted with the effective date of the enrollment, there is potential for incorrect billing. Impact is minimal (at most one day of usage).	Code fix was identified, tested, and will be implemented by 3/1/24. Subsequent the code change, the full affected population will be identified and triaged, likely with a bill adjustment.	Q2 2024	
12	Approximately 11,000 accounts (both gas and electric) had price changes that were accepted, but, those prices were incorrectly applied for billing leading to incorrect customer bills and 810s not matching 867s.	The configuration change was made on 2/5/24 to correct issue moving forward. Accounts that were impacted are being reviewed and any incorrect bills will be adjusted to use the accepted prices.	Q2 2024	

Next Steps

Next monthly list will be circulated by

April 30

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

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

retailaccess@coned.com

Open Forum/Q&A



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