



New Retail Access System Issues Report

Please see the attached list of New Retail Access System Issues.

New System Issues

ID	Issue Description	Impact	Resolution	ETA
14	RAIS sent incorrect ESCO information to CC&B for CHA drop transactions.	As a result, CC&B ended up incorrectly enrolling the account with the “new” ESCO rather than keeping the account with the incumbent ESCO. This issue is for electric service only and 649 accounts were impacted.	Issue was already resolved on the system side, and now adjustments are being performed to correct the accounts. This involves cancelling bills, re-establishing the ESCO relationship, and rebilling.	Q4 2024