



Retail Access System Issues Report July 2024

Please find attached the 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. We originally expected to be complete by end of July, but, manual remediation is taking slightly longer than expected. There are approximately 60 accounts remaining that need to be adjusted. We are targeting for September completion.	Q3 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.	Q3 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. Communication with impacted ESCO is underway and cancel/rebill of 700+ accounts has started.	Q3 2024	
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers. The reasons for missing files has been identified and necessary adjustments are being made. The impacted files have started going out and we are targeting for September completion.	Q3 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 implemented. The affected population has been triaged with a cancel/rebill transaction. We're currently working on correcting billing exceptions. We are targeting for September completion.	Q3 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.	Most of the accounts have been fully corrected. We're currently working on correcting billing exceptions. We are targeting for September completion.	Q3 2024	

13	A discrepancy in enrollment/drop dates between CC&B and RAIS/TCIS resulted in a delay in when the enrollment/drop is being processed. This led to one or two months where the customer was being billed under the incorrect supplier.	A portion of the impacted accounts are currently being tested to prepare the necessary steps for resolution. We will evaluate the possibility of canceling, making the necessary ESCO relationship and price adjustments and rebilling. We are targeting for September completion.	Q3 2024	
14	RAIS sent incorrect ESCO information to CC&B for CHA drop transactions.	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	