



Retail Access System Issues Report September 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
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 we are in the process of calculating an adjustment that we will apply directly to the affected ESCO shell accounts.	Q4 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.	A code fix was implemented, preventing any further rejections related to this issue. A detailed analysis of the affected population has been conducted. Communication with the impacted ESCO is ongoing, and testing of the cancel/rebill process has begun for the 700+ accounts.	Q4 2024	
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting about 200 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 November completion.	Q4 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).	The code fix was implemented. The affected population has been triaged with a cancel/rebill transaction. The price repair along with associated cancel/rebill is underway and will be completed in the next week or two.	Q4 2024	X
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 vast majority of of the accounts have been fully corrected. We're continuing to work on correcting billing exceptions and those accounts that couldn't be fully repaired through the original triage process. There are several hundred accounts remaining. We are targeting for end of 4th quarter completion.	Q4 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.	The data analysis and testing have been complete. The necessary resolution steps have been identified and are ready for implementation. We are targeting completion by the end of 4th quarter.	Q4 2024	
14	RAIS sent incorrect ESCO information to CC&B for CHA drop transactions.	The issue has been resolved on the system side, and adjustments are now being made to correct the accounts. This process involves canceling bills, re-establishing the ESCO relationship, and rebilling, which is currently in progress.	Q4 2024	