



**ConEdison and Orange & Rockland's
Customer Information System Replacement Project
Technical Overview Meeting FAQ 10/13/2021**

Question	Answer
How Utility will handle any price rate changes requested by ESCOs during cutover (black-out) period?	All request will be held during the cut-over and processed when the new system is live and stable. More information regarding cut-over will be communicated closer to go-live
Now that ORU will change to tax rate, do you have any document or link that help us to gather the proper requirement for the customer tax rate amount?	Information about the tax rate AMT*9M segment (Customer's Tax Rate for ESCO Charges) can be found in the NY EDI Implementation Standard 814E and 814C transactions by accessing the following link https://www3.dps.ny.gov/W/PSCWeb.nsf/All/B756BEAC4D08857785257EC4005753E6?OpenDocument
When will the account number changes be reflected in the RAIS portal features, i.e. Daily Account Listing?	On Go-live , account number changes will be reflected in the RAIS/TCIS portal.
With O&R aligning its tax submission with ConEd, will suppliers have to send tax rate changes for existing customers at the cutover time?	No. suppliers will not have to send tax rate changes for existing customers.

Attached are the following:

- ConEdison/ORU CIS Replacement Kick-off Meeting Presentation hosted on 09/13/2021
- ConEdison/ORU CIS Replacement Kick-Off FAQ 9/13/2021
- ConEdison/ORU CIS Replacement Technical Meeting Presentation hosted on 10/13/2021