



2021 Annual Electric Marketer Meeting Forum Responses

We have created the attached document answering the questions from our 2021 Annual Electric Marketer Meeting.

We apologize for the delay in providing this information and we hope you find the attached document helpful.

We want to thank you again for attending the 2021 Annual Electric Marketer Meeting. We are already planning the 2022 Annual Electric Marketer Meeting and details will be announced at a later date.

If there was something that came up at the past forum that was not answered, or if you have any other questions, please feel free to contact us at RetailAccess@coned.com.

Thank you,

Retail Choice Operations

Consolidated Edison Company of New York, Inc.

www.Coned.com

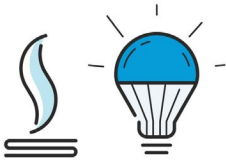
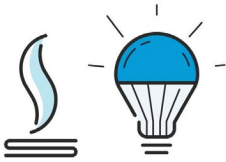
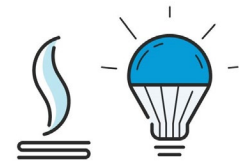


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1. [Will the smart meter data be shared via EDI with Retail Suppliers?](#)

Interval Usage can be requested through EDI via the 814HU/867HIU and monthly through the 867MIU. Interval data is already available for any account with a smart meter installed and communicating upon your request.

2. [Is there a delay on Interval Data requests?](#)

There should be no delay if you are requesting interval data via RAIS. If you do not receive a response within 2 hours after the request, please let us know. There are times where the files are stuck, but that is usually resolved same day.

3. [Where should you reach out to get specific answers for Con Edison related inquiries?](#)

Specific inquiries should be sent to RetailAccess@coned.com.

4. [What would keep us from sending estimated readings?](#)

In most cases, estimated readings are sent when we are unable to obtain actual readings. There are some customers who ask us to code their accounts to prevent estimated bills so those accounts would not be estimated. This is on a case-by-case basis.

5. [When you don't have usage on an account, are you still transmitting a settlement obligation for power and capacity to the NYISO?](#)

If the account is billed, a settlement obligation for power and capacity is sent to the NYISO.

6. [What if the account is not billed?](#)

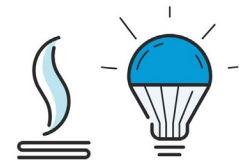
If the account is not billed and is not included in the ESCO reconciliation, you can send us an email at CECONYmeteringauthority@coned.com.

7. [What should you do when you encounter issues with your RAIS account?](#)

Every situation will be handled on a case-by-case basis. You can send us an email to RetailAccess@coned.com letting us know where you are having difficulty logging into RAIS so we can troubleshoot your specific issue.

8. [How do we manage user accounts that we would have deactivated from RAIS?](#)

You can send us an email to RetailAccess@coned.com with the names of who needs to be deactivated and we would process the request to deactivate the user.



9. [With the AMI meters, is there an expectation that the hourly interval data will then match the summary usage received in the EDI 867 MU file?](#)

As AMI meters are installed and are communicating, the interval data and the summary usage should match. It will not be a perfect match because we still bill to register reads, not interval usage.

10. [Do customers get any notifications when they are missing usage?](#)

A bill is sent out advising the account is currently under review with the current account balance.

11. [Is the previous account number in the Billing History on RAIS for retail movers or is it for a customer who had an account number change?](#)

The previous account number that shows in the Billing history on RAIS is if the account number that was changed but not related to retail movers. For account numbers related to retail movers, we send a notice to our customers to notify them of the account number change.

12. [How will going to the new Customer Information System \(CIS\) effect any older billing issues?](#)

The new Customer Information System (CIS) is expected to improve and minimize billing issues that we currently see present day. Older billing issues are currently being worked on with the plan to have them corrected prior to the transition to the new CIS.

13. [What form of customer authorization do we need to obtain to access the Billing History report?](#)

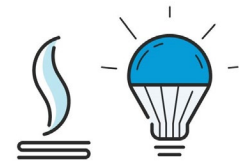
In accordance with the UBP, ESCOs have assumed consent. Once you pass the IT vetting process and obtain access to RAIS, all you would need is the Con Edison account number to access the billing history. (Please refer to the UBP for retention rules of your records.)

14. [Is it possible for Con Edison to increase capacity for a customer without meter reads for the last two years?](#)

Regarding increase in an ICAP tag value, please email CECONYMeteringAuthority@coned.com. Please specify the account number and we will investigate.

15. [What is a reasonable time to resolve usage / billing issues?](#)

We only send out EDI files if there is usage to report. If the account is not billed for delivery, there will not be an EDI file to send out containing usage. This is the process explained in the Account Billing portion of the presentation. You can view account(s) on RAIS and see if they are billed to date.



16. If the account has not billed to date, what should you do because the customer is missing their monthly charges.

If customers are complaining to you about their accounts not being billed for delivery (if there is no current billing on RAIS), you should have them contact Customer Service. In parallel, the ESCO can send an email to Retail Access and we will also try to escalate your high priority accounts to our billing groups.

17. Is it possible for Con Edison to provide estimated monthly UFE Rates on an ongoing basis?

Please email CECONYMeteringAuthority@coned.com for this request.

18. What is the link for the meter read schedule?

The meter read schedule was sent out in a recent newsletter and can be found on <https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news>.

19. When there is two possible meter read dates for the meter read schedule in a specific month, which date do you select to submit a rate change?

The request should be able to process for either dates. If your request rejects, you can send us an email to RetailAccess@coned.com with the account number to further review.

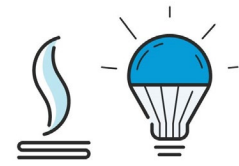
20. Will the Time of Use button on the Retail Choice website be fixed?

This has been escalated to our IT group and they are working on a fix to the Time-of-Day button on RAIS.

21. Is AMI data available through the RAIS portal? Will there be a flag added to indicate when an account has AMI data available?

Currently, the customer hourly meter data is available for download on the NYISO Reported Data page. You will be able to see if the data is loadshaped or interval by looking at the loadshape ID field. If there is a loadshape ID, then it is loadshaped. If it is blank, the data is interval. We currently do not have a flag to indicate if the interval data or loadshape data was settled at the NYISO.

22. When will next year's ICAP tags and Capacity & Energy Reconciliation Guidelines be published?



ICAP tags are updated mid-March and the Energy and Capacity Reconciliation Guidelines is usually published in April.

23. [Will account number changes be communicated via 814C transactions?](#)

Account number changes will continue to be communicated via 814C.

24. [Will Con Edison be changing the process of backouts and rebills?](#)

Currently, there is no plan to change the Unbilled process. When an account is unbilled or requires a billing adjustment, the account is routed to the appropriate billing group based on the adjustment that is needed to correct the account up to date.

25. [With the CORE changes coming, will there be any changes with the RAIS website?](#)

As of now, there are no planned changes to RAIS for the system upgrade.

26. [Is the Net Meter Indicator available on the sync list?](#)

At this moment the Net Meter indicator is only available in the Billing History in RAIS.

27. [Is there an AMI indicator on RAIS?](#)

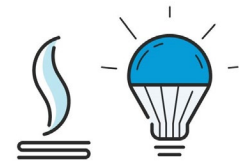
At this moment, there is no AMI indicator on RAIS.

28. [What is the expected email response time?](#)

Any inquiries that come into that queue which can be handled by the Retail Choice department will be responded to within 1.5 business days. All emails are acknowledged immediately and a path to resolution will be communicated.

29. [We have emails that have gone unanswered for months or not at all. Is there an alternate contact for these instances?](#)

If you do not receive any response to your initial inquiry, please do not email individuals in the department as that will lead to duplicative work and delays for everyone else. Instead, we are implementing a new escalation process that will help with any emails that may fall through the cracks. If you do not receive a response to your initial inquiry within 5 business days, please forward the initial inquiry to retailaccessescalation@coned.com. Emails that are sent to this address without the original email sent to retailaccess@coned.com will be deleted and not responded to.



30. [What impact does negative UFEs have on cash out invoices?](#)

The negative UFE was an issue for Zone I and occurred in June and July (4 month settlements). The meter load data has been revised and the 6 month settlements for June and July have been submitted. These settlements no longer include negative UFE values. The revised UFE for June and July are attached.

Negative UFEs occur when the total customer meter load data exceeds the MLOAD data (or generator and tie-line metering data) that we download from the NYISO. This happens when customer bills are significantly overestimated or when hourly data is overestimated.

31. [How will an AMI meter have its ICAP tag calculated? How do we know if a meter has IDR/AMI or is profile-shaped?](#)

We calculate ICAP tags for AMI customers by first obtaining the billed consumption for the month in which the NYCA peak occurred. We then compare the billed consumption for the month vs. the total actual interval load data for the month. If the interval data is within 5% of the billed consumption, we accept the interval data as the hourly load data for the month. The usage coincident with the NYCA peak will be used as the metered coincident demand (MCD) and we would then apply a loss factor followed by a true-up factor to finally derive the ICAP tag value.

If the interval data is NOT within 5% of the billed consumption, we use a load-shaping methodology to calculate the hourly load and MCD value. This process is outlined in our Capacity and Energy Reconciliation Guidelines.

32. [Given the disruption to meter reading caused by the pandemic, what is the plan if a customer is rebilled for usage more than 8 months ago? Since NYISO's final settlement is an 8 month reconciliation, how would ESCOs be made whole if rebilling leads to significant difference in revenues?](#)

We adhere to NYISO's Hourly Tie-line, Generator, and LSE Bus Meter Data Review, Revision, And Lock-down Schedule. NYISO's final settlement will not take into consideration any billing adjustments that happen after 6 months. ESCOs can petition FERC to see if the NYISO can re-open the TOL for the month in which the lockdown occurred.

33. [If Con Edison has challenging consuming the data needed to provide accurate values impacting ESCOs, what steps is Con Edison taking to acquire additional resources to manage the data?](#)

Forecasting Services is responsible for reporting the hourly load data to the NYISO. We utilize a system known as TODRS or the Transmission Owner Data Reporting System (TODRS) to acquire data needed to be reported to the NYISO. We can assure you that we are taking necessary steps



to ensure that we are getting all pertinent data. Additional resources to manage the data would require additional funding.

34. [Con Edison has the ability to reconcile prior period MSCs through the adjuster. Will ESCOs have that ability?](#)

ESCOs may already have that ability. While there is no additional field for ESCOs to send an adjuster to Con Edison, the ESCO may have the ability to include prior period reconciliations in the charges they provide to Con Edison. The UBP states that cramming is “The addition of unauthorized charges to the customer’s bill.” If the contract with the customer allows for prior period reconciliations, then the ESCO may build that into their price calculations. Additionally, Con Edison is not able to set prices retroactively, while ESCOs have that ability with Con Edison. For example, a bill that is 10/31 – 11/30, the ESCO has the ability to submit a retroactive price up to 4 calendar days prior to 11/30, as long as the price is effective the day after the last To Date.