ConEdison and Orange & Rockland's Customer Information System

Replacement Project Update Meeting Presentation

We want to thank you again for attending the ConEdison and Orange & Rockland's Customer

Information System Replacement Project Update Meeting.

Please see attached the meeting presentation.

Thank you,

The CORE Project

CORE Update for ESCOs

July 27, 2023

Guidelines for Session Engagement

Your microphone will remain disabled until we reach the Q&A portion of the presentation. Please keep your microphone on mute when not speaking

Your camera has been disabled for the duration of the meeting

During the Q&A portion, raise your hand if you would like to ask a question

You can also participate by typing a question or comment into the chat

Agenda

- CORE Project Update

- Bill Accuracy - Parallel Billing Update

- EDI Update

- Q&A

CORE Project Update

CORE is the New Customer Service System (CSS) Implementation for CECONY and ORU

CORE *is* the Company's effort to implement a single customer service system to align Con Edison Company of New York (CECONY) and Orange & Rockland Utilities' (ORU) multiple systems and different processes.

CORE *is not* a Customer Relationship Management (CRM) system or a customer-facing system, and will not disrupt how the Company interacts with its customers, the Public Service Commission (PSC), etc.

CORE
POWERING THE CUSTOMER EXPERIENCE

Case for Change

Legacy CSS system has reached the end of its useful life

- High ongoing maintenance costs

- Diminishing availability of mainframe expertise

- Decreased capacity and flexibility for changing business needs

New / increasing industry demands

- Dynamic changes in technology and the marketplace

- New technologies are empowering customers with energy choices

- Customers want and expect more - detailed information on their energy usage, service options, rate options and billing choices

Efficiencies via system consolidation

CORE
POWERING THE CUSTOMER EXPERIENCE

CORE Overview

~600
Global Team Members

2
Legacy Systems (CIS and CIMS)

695
Integrations

2,400+
System Users

$586M
Total Budget

1
Future State System

Oracle Customer Care & Billing (CC&B)

New Customer Service System Project Overview: Key Facts & Figures

Key Customer Service System Functions

Processes including billing, payment processing, and correspondence

Interface for customer service representatives

Integrates with Retail Choice systems which handle the entire marketer/ESCO lifecycle

Repository for all confidential customer information, premise and meter information needed to support operational processes

Consolidated Edison

3.4 M
electric accounts

1.1 M
natural gas accounts

1,600
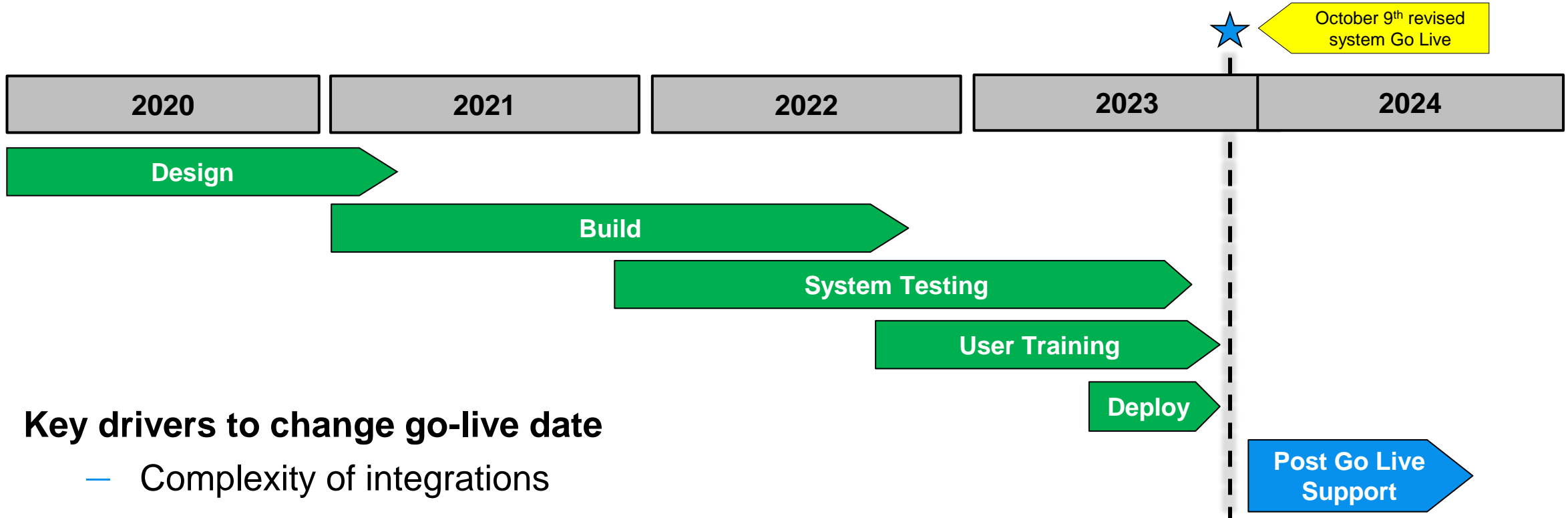steam accounts

Orange and Rockland Utilities

305K
electric accounts

133K
natural gas accounts

CORE Project Phases and Schedule
The "Go-Live" date was moved from September 5th to October 9th

October 9th revised system Go Live

2020	2021	2022	2023	2024

Design

Build

System Testing

User Training

Deploy

Post Go Live Support

Key drivers to change go-live date

- Complexity of integrations
- Additional time needed to validate bill calculation and presentment
- Readiness of third-party testing

Key Activities for a Successful Implementation

The company is taking measures to support a smooth transition for our customers and other stakeholders. Preparations include:

- Focused post go-live support

- Increased call center staff

- Extensive testing of system functionality

- Rigorous verification of data quality and coordination with key Third Parties

- Extensive training for employees to help them best serve customers

Recap: Important Changes

Account Number Changes
- The CC&B Account number will be 11-digits for both customer account number and ESCO Shell Account Number for both Con Ed/ORU
- **Customer Account Number**
  - During the cutover period, an 814C EDI transaction will be sent for the customer account number change from legacy to the CC&B Account Number
- **ESCO Shell Account Number (Utility ESCO Account Number)**
  - During the cutover period, the CC&B ESCO shell account number will be communicated through email to respective ESCOs

Grace Period
- A 90-day grace period will be given to all ESCO EDI transactions to use the legacy customer account number (and ESCO shell account number). After the grace period, transactions using legacy account number for either the customer account or ESCO shell account will be rejected

Update ESCO Contact Information
- Please ensure that the Con Ed and ORU Retail Choice Teams have the correct contact names, email addresses and phone numbers to ensure that you receive your shell account number (REFAJ) during the cut over activities.
- Please send your contact names, email addresses and phone numbers of all personnel to the emails below:
  - **For Con Ed:** RETAILACCESS@CONED.COM
  - **For ORU:** RETAILCHOICE@CONED.COM

Bill Accuracy - Parallel Billing Update

Bill Accuracy - Parallel Billing Updates for ESCOs

Objective:
To validate the new billing system's accuracy in calculating all tariff rates, the Company completed Parallel billing testing

Billing Period:
The Company completed parallel testing on the full month of billing cycles for October 2022 and five billing cycles for November 2022

Success Criteria:
The success criteria for parallel billing efforts for utility billing systems is typically matching of 99% of bills compared

Process:
- Gather data from the current billing systems for all billing produced for all twenty-one billing cycles for the month October 2022 and five cycles for November 2022.
- Bill all accounts in the same cycles in the new billing system
- Compare the bill amounts calculated in the current billing systems to the new billing system for each account

Results:
- The Company compared more than 4 Million bills and achieved the billing accuracy target of 99.97% accuracy

EDI Update

EDI Testing Phase in CORE Program

Overview

- **EDI Testing** with External Partners, via an open invitation, was one of several testing cycles of the CORE program
- **500+ Test Cases** executed over a 6-month iterative EDI Testing Test Plan
- Across **14 External Volunteer Partners** – **8** EDI Providers, **3** Direct ESCOs, **2** EDI Billers and **1** DER
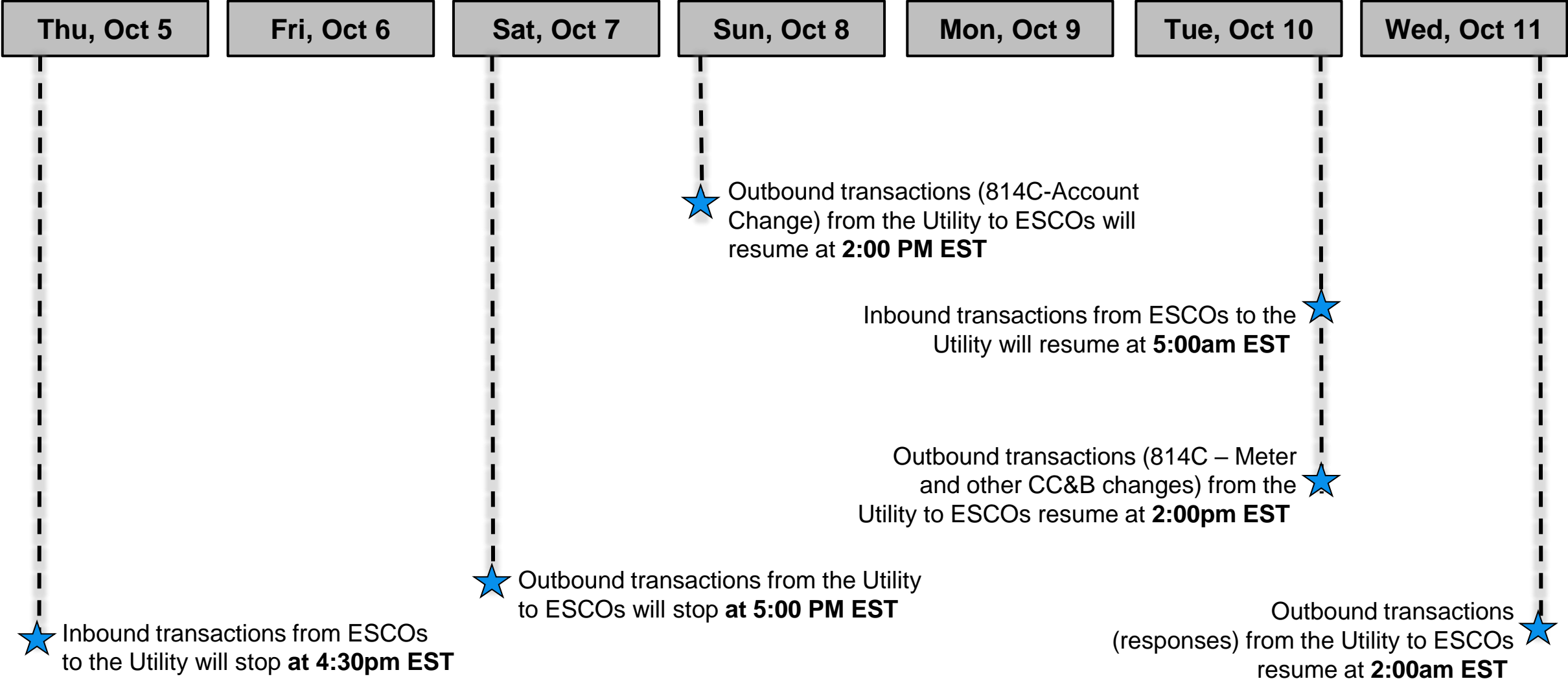
Functional Coverage

- All major EDI transaction types successfully tested (including, but not limited to below)
  - ✓ 814 Enrollment Requests
  - ✓ 814 ESCO and Utility Initiated Drops
  - ✓ 814 ESCO and Utility Initiated Change Requests
  - ✓ 814 / 867 Historical Usage(HU) / Historical Interval Usage(HIU) Request and Gas Profile
  - ✓ 867 Monthly Usage / Monthly Interval Usage
  - ✓ 810 Invoice and 820 Remittance
- Several different combinations of account types successfully tested across both commodities (Gas & Electric), Billing Option Types (Single & Dual), Customer Types (Residential & Non-Residential) and other parameters

On behalf of the entire CORE Program Team - Thank you to all the partners who supported this effort!

EDI Updates - NEW

- **Meter Exchange Update**: CECONY meter numbers will be updated to reflect the standard meter numbers from the new system. Impacted supplier enrolled accounts will trigger 814C Meter Exchange Transaction following CCB Go-Live. However, **this does not indicate a physical meter exchange in the field**

- **Address cleansing (clarification)** – As part of the CORE project, Con Edison, ORU, and RECO will be standardizing the service address and <u>mailing address</u> based on US Postal Service guidelines. As a result of the standardization process, impacted supplier enrolled accounts will trigger 814C change transaction.

- **Recharge New York (RNY)** – As part of the CORE project, RNY accounts will no longer have two separate account numbers (main and ESCO companion). RNY customers will only have one account number, which will be used to transmit EDI transactions between ESCOs/Utility. If you have RNY accounts enrolled, please note that you will only receive the 814C for the main account number and not the companion, since there will be no companion account after Go Live.

- **RNY ORU** - As part of the CORE Project, ORU will align with CECONY, and EDI transactions will be enabled for RNY accounts in the ORU Territory.

Key Cutover Date Times

| Thu, Oct 5 | Fri, Oct 6 | Sat, Oct 7 | Sun, Oct 8 | Mon, Oct 9 | Tue, Oct 10 | Wed, Oct 11 |

Outbound transactions (814C-Account Change) from the Utility to ESCOs will resume at **2:00 PM EST**

Inbound transactions from ESCOs to the Utility will resume at **5:00am EST**

Outbound transactions (814C – Meter and other CC&B changes) from the Utility to ESCOs resume at **2:00pm EST**

Outbound transactions from the Utility to ESCOs will stop **at 5:00 PM EST**

Outbound transactions (responses) from the Utility to ESCOs resume at **2:00am EST**

Inbound transactions from ESCOs to the Utility will stop **at 4:30pm EST**

Questions?

Appendix

EDI Change Considerations

1. **Gas interruptible** – Gas Interruptible enrollment through EDI Implementation has been descoped from the project and the implementation has been postponed after this project.

2. **Address cleansing** – As part of the CORE project, Con Edison, ORU, and RECO will be standardizing the service address based on US Postal Service guidelines. As a result of the standardization process, impacted supplier enrolled accounts will trigger 814C change transaction.

3. **Name reformatting** – With CC&B, the customer name fields in the database are structured differently than the current legacy systems. As a result, when the customer's names are converted to the new CC&B database format, impacted supplier enrolled accounts will trigger 814C change transaction.

4. **Correction on ATRA** – Previously the section had "there is no ATRA account number change process when a customer changes premises" which has been corrected to "changes in meter reading routes will no longer result in Changes to the Account Numbers".

EDI Change Impacts

- **Account Number Change:**
  - The CC&B account number will be 11 digits for both customers and ESCO shell accounts (Utility ESCO Account Number). This new account number will be used for all EDI communications, displayed on the customer's bill and used for enrolling with ESCO's
  - Customer account number - During the cut over period an 814C transaction will be sent for the customer account number change from legacy to the CC&B account number
  - CECONY will move from 15-digit account number to 11-digit
  - ORU will move from 10-digit account number to 11-digit
  - 814C customer account number change transaction (sample below) will be sent. In this transaction, it will have ESCO shell account number still pointing to old (legacy one), other segments will remain same

```
                CECONY                                    ORU
LIN*99999999-1*SH*EL*SH*CE~              LIN*999999999-1*SH*EL*SH*CE~
ASI*7*001~                              ASI*7*001~
REF*TD*REF12~                           REF*TD*REF12~
REF*12*11111111111~                     REF*12*111111111111~
REF*45*999999999999999~                 REF*45*9999999999~
REF*AJ*999999999999996~                 REF*AJ*9999999900~
DTM*007*20210116~                       DTM*007*20210116~
```

EDI Change Impacts

- **Grace Period:**
  - ESCO shell account number - The CC&B ESCO shell account number will be communicated thru email to respective marketers during cut-over period. This spreadsheet will be sent after the customer account number change (814C) transactions has been sent out. Fields in spreadsheet are:

ESCO Legacy Shell Account number	CC&B Shell Account Number	Effective Date
999001000100006	65133400005	10/13/2021
9999499900	65144400002	10/13/2021

  - A 90-day grace period will be given to all ESCO EDI transactions to use the legacy customer account number (and ESCO shell account number)
  - After the 90-day grace period, any transaction received thru EDI on legacy customer account numbers will be rejected back to ESCOs. This also applies to the ESCO shell account number
  - This 90-day period is not applicable for any external facing websites (like TCIS NG, RAIS websites etc.). Any ESCO interactions with external facing websites has to use new account numbers
  - During the 90-day grace period, all the EDI outbound transactions (including response to inbound transactions) to ESCOs will be using CC&B 11-digit account number as key identifier. This also applies to the shell account numbers
    - Any inbound 814 transaction received with legacy account numbers will be responded with new account numbers in outbound
    - All outbound transactions (867HU, 867HIU, 867MU, 867MIU, 810 and 820) will have only new 11-digit account numbers
    - No REF*45 segment referring to old account number in above regular transactions will be populated

EDI Change Impacts

- **Tax Rate:**
  - ORU will align with CECONY in supporting the submission of tax rate via EDI. Tax-exempt percent will not be accepted
  - Segment AMT*9M*.015~ will be required to populate the tax rate on 814E and 814C transactions for NY customers. Sample shown below (Other segments on transaction will remain same)
  - REF*12*99999999999~
  - AMT*RJ*.575~
  - AMT*9M*.015~
    - For New Jersey customers, the tax rate is zero, all other rates will be rejected
    - No new additional segments added into 814 E/R transaction besides AMT*9M
    - Segment REF*RP will not be used to populate tax-exempt percent on 814 transactions
    - Use of AMT*9M segment will be from Day1 of CC&B go live. No grace period applied to this change

EDI Change Impacts

- **ESCO Portability:**
  - ORU will align with CECONY in supporting the ESCO Portability/Seamless Move process
  - 814 E/R will be generated as part of this process with REF*45 segment as shown below (other segments in transaction will remain same)
    - BGN*11*999999999*20210513***MANUAL~
    - N1*8R*CUSTOMER NAME****SP~
    - LIN*999999999*SH*EL*SH*CE~
    - ASI*WQ*021~
    - REF*AJ*99999999999~
    - REF*11*999999999~
    - REF*12*11111111119~
    - REF*45*9999999999~

EDI Change Impacts

- **Address Cleansing:**
  - Address cleansing - As part of the CORE Project, Con Edison, ORU, and RECO will be standardizing the service address based on US Postal Service guidelines. As a result of the standardization process, impacted supplier enrolled accounts will trigger an 814C change transaction
  - 814C transactions will be sent with the modified customer address as shown below (Other segments on transaction will remain same)
    - BGN*13*123456789_1234567*20230605~
    - N1*SJ*ESCO NAME*1*999999999~
    - N1*8S*UTILITY NAME*1*111111111~
    - N1*8R*CUSTOMER NAME~
    - N3*CUSTOMER ADDRESS~
    - N4*CITY*STATE*ZIPCODE~
    - LIN*123456789-1*SH*EL*SH*CE~
    - ASI*7*001~
    - REF*TD*N18R~
    - REF*12*99999999999~
    - REF*AJ*11111111111~
    - DTM*007*20230531~

EDI Change Impacts

- **Name Reformatting**:

  - With CC&B, the customer name fields in the database are structured differently than the current legacy systems. As a result, when the customer's names are converted to new CC&B database, impacted supplier enrolled accounts will trigger an 814C change transaction

  - 814C transactions will be sent with the modified customer name as shown below (Other segments on transaction will remain same)

    - BGN*13*123456789_1234567*20230605~

    - N1*SJ*ESCO NAME*24*999999999~

    - N1*8S*UTILITY NAME*1*111111111~

    - N1*8R*CUSTOMER NAME~

    - LIN*123456789-1*SH*EL*SH*CE~

    - ASI*7*001~

    - REF*TD*N18R~

    - REF*12*9999999999~

    - REF*AJ*1111111111~

    - DTM*007*20230531~

EDI Change Impacts

- **Changes to Account Numbers (ATRA) Process**:
  - Once CC&B goes live, changes in meter reading routes will no longer result in changes to the Account Numbers. As result, ESCOs will not receive any 814C for account changes due to ATRA. This process is only for CECONY customers

- **ORU Gas Transportation Marketers Invoices**:
  - For ORU Gas Transportation Marketers, invoices will not be sent via email, rather a notification will be sent to download the invoice from the TCIS NG website

- **ORU Capacity Release Program**:
  - Back-end changes will be done to TCIS NG system to restrict Gas Transportation Marketers from over nominating
  - This will prevent the Marketers from nominating more than what they have been allocated ("DCQ")
  - If the marketer tries to enter in a volume exceeding that volume, they will get an error message

- **Seasonally-off**:
  - Seasonally-off will no longer be offered to customers
  - Drop transaction will be sent with reason code of "020" - "ACCOUNT CLOSED"