

Retail Access System Issues – August 2023

We would like to thank you for attending the first Retail Access System Issues meeting that was held on August 21, 2023. We know there were several questions asked on the call, and we are currently compiling a list of questions and answers from the meeting. Once compiled, we will create a document and share that with all of you.

In addition, we heard the concerns over customer billing related items, such as missing 810 or 867 EDI files, and we are dedicated to working with you to resolve those concerns. Those account specific items were not included on the current list of System Issues, but, we encourage you to send in examples to retailaccess@coned.com so we can further diagnose. If any additional system issues are found from the analysis, we will report them out immediately, and we will include them on the monthly reports going forward, starting with September.

When sending in a list of accounts to triage, please make sure to specify the service (electric or gas) and to provide as much detail as possible. It would be helpful to group your concerns, to the best of your ability, into the following categories:

- Account billed, but missing 867
- Account billed, but missing 810
- Account not billed
- Account billed to incorrect price
- Missing 814 responses
- Missing 997s

Thank you,

Retail Choice Operations
Consolidated Edison Company of New York, Inc.
www.coned.com

Contact Us

If you have any questions or comments, please [visit our ESCO website](#) or email RetailAccess@coned.com.



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CECONY Retail Access System Issues Meeting

August 21, 2023

Agenda

- 2022 Rate Case
- System Issue Definition
- Current System Issues
- Open Forum/Q&A
- Next Steps

Housekeeping



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



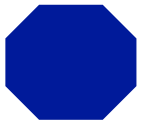
Your camera has been disabled for the duration of the meeting



During the Open Forum/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



Please refrain from revealing confidential customer information

2022 Rate Case

- Order approving Joint Proposal issued July 20, 2023
- Retail Access action items
 - **Host initial meeting to compile listing of internal system issues**
 - List will be circulated after the meeting
 - Communicate subsequent internal system issues
 - Within 5 business days of becoming aware of a new issue, ESCOs will be notified via newsletter
 - Distribute monthly reporting on internal system issues
 - Hold quarterly meetings to continue discussion of internal system issues as well as any other ongoing/proposed impactful IT changes

What Is a System Issue?

- An internal system or processing issue which impacts exchange of information or processing of data on a widescale basis
- Excludes issues that affect both ESCO and non-ESCO customers, such as estimated/delayed billing

Open System Issues

ID	Issue Description	Impact	Resolution	ETA
1	Incorrect account coding	<p>Billing option indicator: This issue occurs when the billing option is changed during the gas effective period.</p> <p>This is currently impacting approximately 1.6% of gas ESCO accounts. Electric ESCO accounts are not impacted.</p>	<p>There is a two-prong approach to correcting the impacted account population. The impacted account population is being corrected and new occurrences are remediated via a manual work around in the form of a robotic process automation to correct these accounts when the enrollments are processed twice a month.</p> <p>These issues will not be present with the implementation of CCB.</p>	Q4 2023
		<p>Final account status: The account sync report reflects an active account when it should be in a final state.</p> <p>This impacts final gas accounts. Electric ESCO accounts are not impacted.</p>	<p>There is a manual work around to update the accounts status when the issue occurs. This manual workaround will not trigger an 814C with the final state. The account sync report will be updated with the final account status.</p> <p>These issues will not be present with the implementation of CCB.</p>	
2	During an upgrade to a technology component of TCIS, there was an error made when the changes were moved to production.	<p>Incorrect gas supply sales tax rate:</p> <p>7.9% of gas ESCO accounts were assessed an incorrect supply sales tax rate.</p>	<p>Supply price and sales tax rate updates were made in the system, so issue is no longer occurring.</p> <p>We are currently correcting the impacted accounts so that ESCOs receive corrected 810/820 files.</p>	Q3 2023

Next Steps

- Today's list circulated by August 28
- Ongoing communications
 - Subsequent issues will be announced in an ESCO newsletter within 5 days of Con Edison's becoming aware of an issue
 - <https://www.coned.com/en/business-partners/become-a-supply-partner>
 - Monthly reports to be filed by end of each month, starting September
 - Quarterly meetings
- If a party needs to provide confidential information in order to raise an issue, please send it to: retailaccess@coned.com

Open Forum/Q&A

