



Retail Access System – Issues – September 2023

The attached Excel file contains the reported Retail Access System Issues for the month of September 2023. The next monthly report will be sent out at the end of October.

We are also planning our next quarterly meeting to continue the discussion of internal system issues and that communication will come out shortly. We anticipate that meeting to be held in mid-late November in conjunction with the Annual Electric Marketer Meeting.

Also included in this Newsletter are the responses to outstanding questions from our initial System Issues Meeting on August 21, 2023.

Contact Us

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

Consolidated Edison Company of New York, Inc.

Retail Access System Issues Meeting – 8/21/23

Questions & Answers

1. How are adjustments across old and new billing systems going to be handled with cross reference of accounts?

RAIS/TCIS will be sending an 814 Account Change (814C) EDI transaction with a new account number to the ESCOS for the following:

- 1) Active enrolled accounts
- 2) Accounts previously served over the last 24 months.
- 3) Pending enrollments accounts (future dated)
 - a. These are the accounts that are sitting inside of RAIS/TCIS waiting for promotion to the billing systems.

If for example a cancellation that goes back to August 2023 is issued in December 2023, the new account number will be used when sending it to the ESCO.

The Cancel in CC&B for a converted bill will reference back to the cross-reference number used in the production original EDI transaction.

Also, important to note, that both the old and new account numbers will be available on customer invoices and across all of the online user interfaces.

2. Will the new customer service system resolve issues with load zones not matching in some cases between Con Edison's billing system and TODRS?

Yes.

3. For final gas accounts, how is the supplier being notified of corrections?

At this point, the synch lists in TCIS have been updated and closed accounts have fallen off those lists. We will also be sending out an email to marketers who had any closed gas accounts that were impacted by this problem. That email will contain a listing of accounts that were closed and when they received their final bill for gas usage.

4. Why are we seeing duplicate 867s where the only difference is the tracking number?

For 867 duplicates, we need a bit more time to analyze. This is not impacting every transaction or every ESCO, but we do have enough of a sample size to triage effectively. We will communicate directly with the impacted companies.

5. How are 2+ years of rebill adjustments on cash outs itemized?

For specific questions on any cash out invoices, please contact TCIS@coned.com

6. Can you address how not being able to send an 867 MR cancel beyond 24 months is not listed as a system issue?

Our current billing system sends EDI files for transactions that are contained on said system and that is limited to 24 months of bills when a cancellation is performed. Trying to pull data off-system to send via EDI would potentially interfere with the typical day-to-day transactions being sent timely. When ESCOs request this off-system data, we provide it in an Excel format. Section 4A in the UBP “establishes practices for release of customer information by distribution utilities or MDSPs to ESCOs and Direct Customers and identifies the content of information sets. The distribution utility or MDSP and an ESCO shall use EDI standards, *to the extent developed*, for transmittal of customer information and may transmit data, in addition to the minimum information required, via EDI or *by means of an alternative system.*” With this all being said, we will explore the possibility of providing these canceled usages via EDI in the future.

Where should you reach out to get specific answers for Con Edison related inquiries?

Con Edison inquiries should be sent to RetailAccess@coned.com.

Where do you reach out for Interruptible account related inquiries?

For Interruptible account related inquiries, you can reach our Gas Supply group at TCIS@coned.com and you can also reach out to us at Retailaccess@coned.com.

ID	Issue	Progress toward resolution	Expected timing of resolution	To be removed next month
1	Incorrect billing option indicator on gas accounts - The bill option on the billing system doesn't match TCIS	Impacted population is being adjusted and new occurrences are remediated via a robotic process before any billing takes place. The issue will not be present with the implementation of CC&B.	Q4 2023	
2	Final account status indicator on gas accounts - The status on the billing system doesn't match TCIS	Manually updating the status on TCIS to match the billing system. Any ESCOs with questions about gas account statuses are encouraged to continue to seek clarification from retailaccess@coned.com. Email communications pertaining to closed gas accounts will also be sent to ESCOs over the next two weeks. The accounts that had final status in billing system before 8/27/2023 have been adjusted in the TCIS system to match the billing system. New final accounts after 8/27/2023 will be adjusted in TCIS after the implementation of CC&B. The issue will no longer be present with the implementation of CC&B.	Q4 2023	
3	Incorrect supply sales tax updated on TCIS on gas accounts causing incorrect supply bills to customers	Sales tax was adjusted in TCIS and impacted accounts are being adjusted. On pace to adjust impacted customer accounts in time for launch of CC&B. If there are remaining accounts you think fall into this impacted population that you do not see revised payments for, please let us know.	Q4 2023	
4	Electric Billing Payment and Processing (820 BPP) marketer invoices' schedule is one month behind. The October 2021 BPP charges were delayed to the November 2021 POR Payment. This caused a lag on the BPP charges that we need to catch up.	The July 2023 and August 2023 invoices were processed the last week of September.	Q3 2023	X
5	TCIS cannot handle a consecutive drop and enrollments 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 after implementation of CC&B; the gas prices will be accepted. These issues will not be present moving forward with the implementation of CC&B.	Q4 2023	