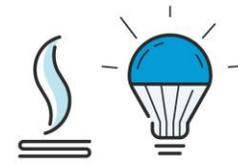
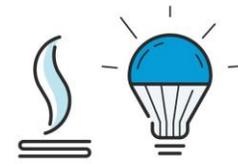


## ConEdison and Orange & Rockland's Customer Information System Replacement Project FAQ for CORE Update for ESCOs, September 28, 2023

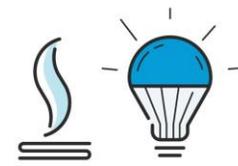
No.	Question	Answer
01	Account Number changes can i use my legacy account number to check the new account right now? Will we be able to see the new account number?	No. The feature will become available after go-live.
02	How can I get confirmation that Retail Choice operation group received our contact list ?	You should've received acknowledgement from the Retail Choice business team. If you did not, please send again.
03	When can we schedule certification again?	EDI testing is performed by the Retail Choice business. Please continue to work with your point of contact.
04	In regards the emails for shell account, are you requesting contact information for shell account only? Or moving to the new system your contact list needs to be updated?	The Retail Choice Business Groups should always have your latest contact information. With that being said, we are sending the shell account numbers to the contacts that we have on our records for your entity.
05	Is there a possibility that ESCOs can get a list of the new account and old account number? Can a match list be provided for all accounts for an ESCO so that we can use as a backup to confirm account number changes?	During cutover, which is scheduled for Sunday, October 8, 2023, both CECONY and ORU will send 814 Account Change transactions, which will include the new account number and the corresponding legacy account number for all active enrolled accounts, all accounts served over the last 24 months, and any pending enrollment accounts (future dated). We strongly recommend that you ensure readiness to receive and process this file. Furthermore, the new account numbers can also be accessed through the RAIS / TCIS Websites for further confirmation and review. At this time, because these account number changes are being shared multiple ways on a timely basis, the Company will not be supporting a manual process of exchange of excel files with ESCOs with this same information.
06	How long will you run account numbers in parallel and what if customer does not update it? What if a customer does not change their account number? I pay via chase or a bank and i keep sending the legacy account number - how long is this allowed?	<p>The new and legacy account numbers will be displayed on the customer's bill during a transitional period.</p> <p>The Company will continue to process payments associated with the legacy account number for an indefinite period. The Company will send targeted communications to those customers who do so, as a reminder to update their bank profile to reflect their new account number.</p>



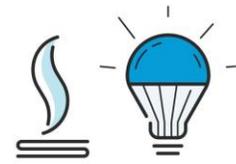
No.	Question	Answer
07	Is your EDI side is still working on your files because the test file has not been completed?	The testing team will get back directly.
08	Requesting excel sheet with legacy and new account number would be helpful?	During cutover, which is scheduled for Sunday, October 8, 2023, both CECONY and ORU will send 814 Account Change transactions, which will include the new account number and the corresponding legacy account number for all active enrolled accounts, all accounts served over the last 24 months, and any pending enrollment accounts (future dated). We strongly recommend that you ensure readiness to receive and process this file. Furthermore, the new account numbers can also be accessed through the RAIS / TCIS Websites for further confirmation and review. At this time, because these account number changes are being shared multiple ways on a timely basis, the Company will not be supporting a manual process of exchange of excel files with ESCOs with this same information.
09	Did your team test with the billing department including the account numbers (not just with meter numbers)?	<p>Testing was performed to include various aspects of billing, account information, etc.</p> <p>In the July 27, 2023, meeting, we discussed Bill Accuracy – Parallel Billing. Please see the direct link below.</p> <p>CORE Update for ESCOs, dated: July 27, 2023 (<a href="#">CORE Update for ESCOs July 27, 2023</a>)</p>
10	Is the slide deck going to be distributed?	<p>Yes. The slide deck has been sent via newsletter and also has been posted on the ESCO dedicated website. Below is the direct link to the newsletter:</p> <p><a href="https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/33-core-update.pdf">https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/33-core-update.pdf</a></p>
11	Account lookup tool - Will it be available for both RAIS and TCIS? Where in the website do we access this lookup?	<p>The RAIS/TCIS websites for both companies will allow authorized entities to search for the legacy/CC&amp;B account number.</p> <p>RAIS-CE/TCIS Websites: This information can be found under the Billing History.</p> <p>RAIS-OR: This information can be found under the View Customer Account Info.</p>
12	ESCO Payments - Sep will be paid early, do we know the exact dates? Same for Oct?	<p>The September payment that you would've received mid-October will be sent earlier.</p> <p>For October payment , you will receive two payments; one in early October and the second one in November, which is the normal schedule.</p>



No.	Question	Answer
13	Need confirmation for email changes for the contact list	You should've received acknowledgement from the Retail Choice business team. If you did not, please send again.
14	Mask ID process for govt id aggregation process? Is this being maintained?	Yes, this should continue to work as it works in production today. No changes.
15	Acct # Search for the web portal - how long will this feature be available? 90-days only?	The new and legacy account numbers will be displayed on the RAIS/TCIS during a transitional period.
16	Will the bill show both legacy and new account number indefinitely or just for a period of time i.e. the 90 day grace period?	The new and legacy account numbers will be displayed on the customer's bill during a transitional period.
17	When will you be providing the new mr calendar ?	<p>You should've received the newsletter (2023-34 – CECONY Cycle Dates). Also, you should be able to find the calendar on <a href="http://www.coned.com/escos">www.coned.com/escos</a>.</p> <p>Please see the direct link to the newsletter:  <a href="https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/34-cycle-dates.pdf">https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/34-cycle-dates.pdf</a></p>
18	How long will the account number search be live on the RAIS portal?	The new and legacy account numbers will be displayed on the RAIS/TCIS during a transitional period.
19	How long will both account numbers be included in the bills?	The new and legacy account numbers will be displayed on the customer's bill during a transitional period.
20	What approximate time will the ESCO's be receiving the communication for the new shell number REFAJ ?	<p>Est. Sunday, October 8, 2023 @ 5PM</p> <p><a href="https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf">https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf</a></p> <p>Please note: Times are approximate and are subject to change based on the execution of the overall go-live plan.</p>
21	Need the new account right after cutover for accounts not on EDI, who can be contact for a reference list so there is no delay in payment as it was confirmed late payments will not be paused ?	This has been addressed directly with the EDI Biller. Please continue work with the corresponding teams.
22	How can we check if we our email are on file?	You should've received acknowledgement from the Retail Choice business team. If you did not, please send again.
23	How long will you run account numbers in parallel and what if customer does not update it?	The new and legacy account numbers will be displayed on the customer's bill during a transitional period.
24	If there are non-EDI customers, how will the those new account numbers be sent? (we have daily accounts that are non-EDI)	The customer's bill will include the legacy and CC&B account number. ESCOs will have the ability to utilize the RAIS/TCIS website to look up the legacy/new account number.



No.	Question	Answer
25	Can you show the EDI Transaction date slide again?	<p>This is the direct link to the activity list referenced at the time. Link: <a href="https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf">https://cdne-dcxprod-sitecore.azureedge.net/-/media/files/coned/documents/business-partners/escos-news/2023/28-core-go-live-activities.pdf</a></p> <p>For the latest, please make sure to visit <a href="https://www.coned.com/escos">https://www.coned.com/escos</a></p>
26	Can you send your email address out?	Contact information must be sent to <a href="mailto:Retailaccess@coned.com">Retailaccess@coned.com</a> (CECONY) <a href="mailto:Retailchoice@coned.com">Retailchoice@coned.com</a> (ORU).
27	I did not received the confirmation from CECONY neither that they got my email to send the ESCO shell accts, could you please share the email that we need to resend the information?	You should've received acknowledgement from the Retail Choice business team. If you did not, please send again.
28	During the 90 grace period, it was explained previously the legacy account number can be used in EDI and response will return with the new account number without referencing the legacy number in the response. Is this still the case?	Correct.
29	We are consultants will we still be able to access our clients' 200+ accounts? also, we do not have access to the "retail choice" screen referenced previously but will we still be able to access the images of bills?	Yes, there is no change to your log in credentials or customers linked to your profile on Third Party My Account.
30	Can you include the questions and answers when you send out the slide?	Yes
31	Why are you requiring written LOAs instead of just emailing customers for permission to access?	The LOA process is not changing. Please continue to work with the business.
32	Will there be another meeting before go-live or additional communication for confirmation of go-live ?	There will be a meeting next month as part of our monthly meetings in October. Communication will continue to be sent via newsletters/posted on the website ( <a href="https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news">https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news</a> )
33	Will the RAIS sites be prepared to handle the influx of requests as ESCOs & consultants attempt to get the new account numbers ?	You should be able to utilize the websites as you do today
34	Con Edison should already have the LOA's from Bill Payer on file so we shouldnt need to send LOAs for new account numbers?	The LOA process is not changing. Please continue to work with the business.
35	Con Edison - Clean-up activities - Are missing transactions still getting worked on (missing 867 usage) for 810s ?	We continue to work through any backlogged Retail Access-related issues (including missing 810s/820s, incorrect prices/tax rates, and missing 867s) with a goal of going into the new system with as few outstanding concerns as possible.



No.	Question	Answer
36	What will be the postproduction mitigation contact? Since retail access email typically receive no response or very delayed response?	The email queues will be closely monitored, and the existing paths of escalation have not changed.
37	Is it possible to reconsider the pause of late fees during this transition period? Need confirmation that all accounts will be protected from late fees or shutoff.	Accounts will be protected from shutoff for credit reasons, but we will not be pausing LPCs

## Contact Us

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