CORE Project Update for October 30, 2023

Please see attached presentation from the October 30, 2023 CORE meeting

Contact Us
If you have any questions or comments, please visit our ESCO website or email RetailAccess@coned.com.
CORE Update for ESCOs

October 30, 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

• Go-Live Recap
• Cutover Observations
• System Reminders
Go-Live Recap
<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu, Oct 5</td>
<td>Inbound transactions from ESCOs to the Utility were switched OFF</td>
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<tr>
<td>Fri, Oct 6</td>
<td>Outbound transactions (814C–Account Change) from the Utility to ESCOs started in afternoon</td>
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<tr>
<td>Sat, Oct 7</td>
<td>System Live</td>
</tr>
<tr>
<td>Sun, Oct 8</td>
<td>Inbound transactions from ESCOs to the Utility started in morning</td>
</tr>
<tr>
<td>Mon, Oct 9</td>
<td>Outbound transactions (814C – Meter Change) from the Utility to ESCOs sent in the afternoon</td>
</tr>
<tr>
<td>Tue, Oct 10</td>
<td>Outbound transactions (responses) from the Utility to ESCOs resumed in the morning</td>
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<tr>
<td>Wed, Oct 11</td>
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Cutover Transactions

- **Account Number Change Transactions (Day-0)**
  - ✓ Shell Account Numbers: Sent via email
  - ✓ Active Enrollments: First batch of outbound transactions during cutover
  - ✓ Pending Enrollments: Second batch of outbound account number change transactions during cutover
  - ✓ Previous Enrollments: Last batch of outbound account number change transactions during cutover

- **Other Account Change Transactions (Day-1)**
  - ✓ Meter Number, Account Name, Service Address and Mailing Address changes during the week of cutover

- **Legacy System Transactions**
  - ✓ Transactions initiated in the legacy system were processed and transmitted throughout the cutover week (combination of MUs, HUs, responses to 814 requests)
Cutover Observations
## Cutover Observations

<table>
<thead>
<tr>
<th>Observations</th>
<th>Update</th>
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| New CC&B Account Number not received                                       | 1. Multiple rounds 814AC for active, pending, and accounts served over the last 24 months.  
2. Account Lookup RAIS/TCIS Website                                           |
| Receiving 997 Rejections immediately after new system go-live              | Corrected                                                             |
| Missing 810 Invoice after cutover (ORU-only)                               | Corrected                                                             |
| Incorrect ICAP value on the RAIS website                                   | Corrected                                                             |
| Interval Data not being returned on the RAIS website                       | Corrected                                                             |
| Temperature file on the RAIS website not updating                          | Corrected                                                             |
| 867 MU/HU Invalid REF12 Customer Account Number                            | Corrected                                                             |
| 867 MU missing PTD                                                          | Corrected                                                             |

Still have open questions? Please reach out:
- For Con Ed: RETAILACCESS@CONED.COM
- For ORU: RETAILCHOICE@CONED.COM
System Reminders
System Reminders

• **90-day Grace Period**
  • During the first 90 days, the inbound requests can be sent using the legacy customer account number

• **Cycle Read Dates – CECONY / ORU**
  • As part of new billing system implementation, scheduled cycle read dates, for the remainder of 2023, are changing based on the configuration and nature of this implementation. This is a one-time activity and for the calendar year 2024, this will be back to the standard business process
  • For any future enrollments for 2023, please make sure to take the new scheduled dates into consideration.
  • For any pending enrollments, corrections to the start dates will be made by ConEd. These will reflect as a DTM150 transaction toESCOs
  • Newsletters were sent for the Con Ed ([Newsletter Issue 34](#)) / ORU ([Newsletter Issue 39](#)) schedules

• **ESCO Payments for September & October 2023 – CECONY & ORU:**
  • To ensure a clean cutover, ESCO payments for the calendar month of September 2023 and the first few days of October 2023 are scheduled to be released.
  • Payment schedule is back to normal, and the remainder of October 2023 will be paid on schedule in November 2023

• **Account Number Lookup**
  • Additional feature to search for legacy account numbers using the corresponding CC&B account number
Additional Resources
Con Ed Retail Choice - Account Number Lookup (Electric)
Con Ed Retail Choice - Account Number Lookup (Gas)
ORU Retail Choice - Account Number Lookup
Resources For Customers

Visit the frequently asked questions pages at
or
learn more about the new customer service system
Resources For Customers

CECONY and ORU bills after the new customer service system goes live will note the customer’s new and prior account number for a period of time.
Questions?