



2023 Retail Access Meeting Questions

We have created the attached document answering the questions from our 2023 Retail Access Meeting.

We want to thank you again for attending the 2023 Retail Access Meeting and hope you find the attached document helpful.

If there was something that came up at the past forum that was not answered, or if you have any other questions, please feel free to contact us at RetailAccess@coned.com.

Thank you,

Retail Choice Operations

Consolidated Edison Company of New York, Inc.

www.Coned.com

Retail Access Meeting Questions

November 2023

What is the timeframe for EDI 814 response files including 814C for Price Change requests?

The response time is 2 business days except for 814 enrollments as those responses go out in 1 business day.

Why may a drop request reject?

In some cases, the customer will reach out to our call center for a drop. If our Call Center issues the drop prior to you submitting the 814D, it will show as a duplicate. You can always validate if the drop processed by logging into RAIS and reviewing your Daily Account Listing.

Will there be any updates made to the EDI Supplemental guide?

Our priority is our billing system stabilization at the moment. We also do not think that there are many changes needed to update the supplemental guidelines for CECONY, but we will target a review and update by end of first quarter of 2024.

Are the load zones in RAIS correct?

The load zones in RAIS are matching our TODRS system, which is the source for the report.

Is the meter information in RAIS matching in EDI?

The meter information for an account in RAIS should match with the EDI files. If you are finding any discrepancies, please email retailaccess@coned.com.

Orange and Rockland RAIS Portal provides both account numbers?

Orange and Rockland's RAIS Portal provides both account numbers.

When and where can the meter read schedule be found?

The meter read schedule was be sent out in a newsletter on 12/7/23 and can be found on <https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news>.

What is the process for backouts and rebills?

When an account is unbilled or requires a billing adjustment, the account is routed to the appropriate billing group based on the adjustment that is needed to correct the account up to date.

If the account has not billed to date, what should you do because the customer is missing their monthly charges?

If customers are complaining to you about their accounts not being billed for delivery (if there is no current billing on RAIS), you should have them contact Customer Service. In parallel, the ESCO can send an email to Retail Access, and we will also try to escalate your high priority accounts to our billing groups.

Are accounts still showing up with a Block when requesting historical usage?

The indicator that carried over from our legacy system which started blocking account billing information has been resolved.

What was the recent rejection message being return to ESCO's?

The message was Missed Cycle Read. This specific error message was the one that was discussed with impacted ESCOs pertaining to one of the System Issues where price changes were being rejected that should have been accepted.

When was the recent rejection message being return to ESCO's resolved?

The root cause for this invalid rejection was resolved on 11/21/23. The list of affected accounts was sent to the impacted ESCOs on 12/1/23.

Is there still an issued with the Restricted Customer Access Block?

This has been fully resolved.

Time of Use accounts no longer need virtual meters?

In our legacy system CSS (Customer Service System), we couldn't bill Time of Use meters without virtual meters. In CC&B (Customer Care & Billing) we don't need virtual meters because we're using actual metering usage to bill (not register readings). In RAIS and EDI, you will only see physical meters that are at the customer premise on an account.

Is there Time of Use Meters that start with 7,8, or 9 numbers?

EDI files should contain only physical meters and no longer virtual meter numbers. If there is a physical meter in the field that begins with a 7, 8, or 9, that meter will be sent to you. If you are referring specifically to time of use accounts where there were meters configured as "7xxxxx," "8xxxxx," and "9xxxxx," those no longer exist. If you are still seeing virtual meter numbers in EDI or RAIS, please email retailaccess@coned.com.

Do you have any plans to revise load shapes to minimize UFE? For example, there seems to be a very large tendency to have large amounts of UFE during non-daylight hours.

We currently don't have a revised load shape to minimize UFE but use load shape because the previous CIS system would estimate bills. However, with CC&B there will be less estimated bills.

How does "system issue #7" (missing first day or 23 hours of last day on interval data EDI bill responses) impact the development of the TOL files?

There is no impact. This issue is only about the interval data being sent via EDI with the bill. The bill itself is not missing interval data, nor are the TOL files. The process is TODRS first gets billing from the billing system (CC&B) and distributes it (for the all the dates in that cycle) using Loadshape. After 15 days, TODRS requests EDAP (where all interval data is housed) to get hourly interval data for that billing cycle. Once TODRS receives the response (same day when requested) from EDAP, it compares the billing (of CC&B) and hourly data (from EDAP) and if it is within the tolerance level (+/- 5%) then TODRS overwrites the Loadshaped data by hourly data of EDAP. So, during TOL report, if hourly data is already there then EDAP hourly data will be used.

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

Specific inquiries should be sent to retailaccess@coned.com.

Where should you reach out to get specific answers for Orange and Rockland related inquiries?

Please reach out to RetailChoice@coned.com.