

December 2023 CORE Update Presentation

Please see the attached presentation from the Core Update given on December 21, 2023

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



CORE Update for ESCOs

December 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

- Program Update
- Support Process
- System Reminders

Program Update

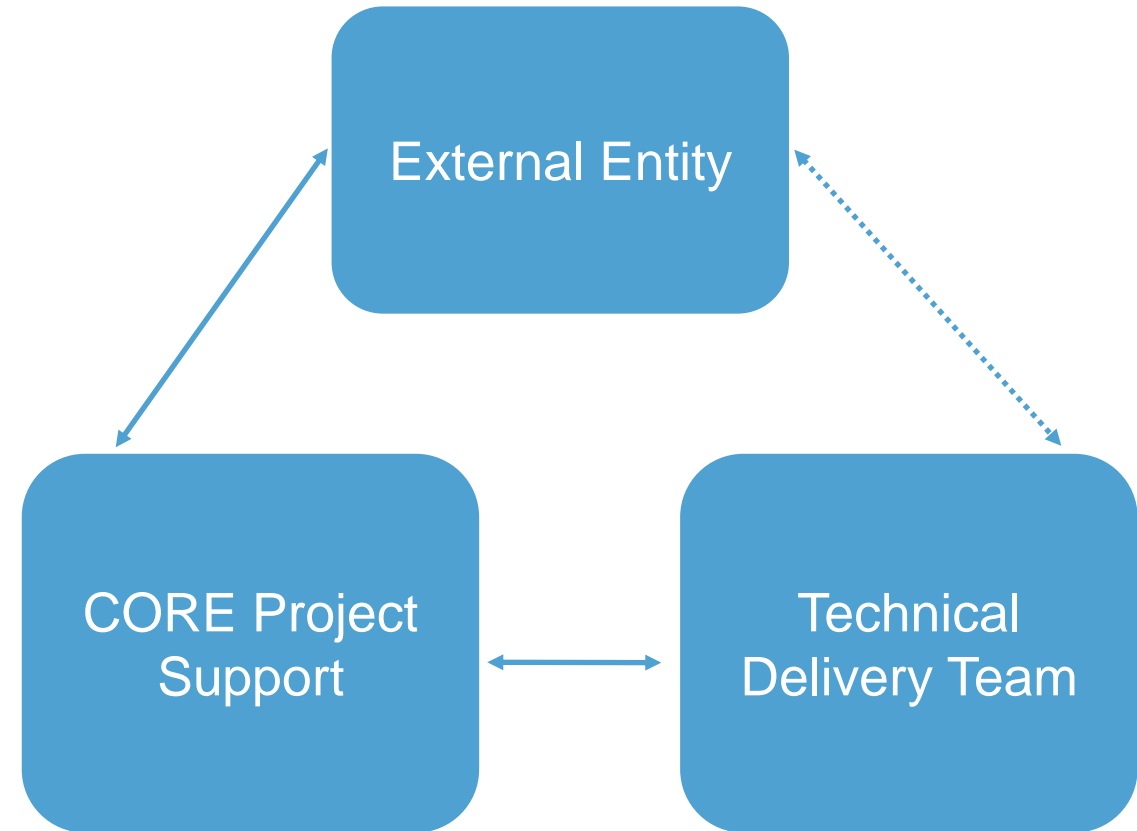
CORE Program Update

- System has now been live for 60+ days
- 820 EDI Transactions for Payments of November 2023 have been processed
- The CORE program is still in the Hypercare Period
- Dedicated project team members (technical and business) assigned

Support Process

CORE Program - High Level Support Process

- External Entities (ESCOs, EDI Providers, EDI Billers etc.) report observations
- CORE Project Support Team acts as Tier-1 Support to correspond with the External Entities
- Technical Delivery Team performs root cause analysis, development fixes and transactional reconciliation



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.
 - Newsletters were sent for the Con Ed ([Newsletter Issue 34](#)) / ORU ([Newsletter Issue 39](#)) schedules
- **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)

conEdison Retail Choice

Alerts Downloads billing Capacity & Energy Admin Log Out

< Home / ViewCustomerAccountInfo / Bill History

Bill History

Account Details

Name	
CCB Account	
Legacy Account	
Service Address	
Town	
Zip Code	

Meter Numbers

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Meter Readings

From Date	To Date	Use	Reading	KVARs	Demand	Bill Amt

Con Ed Retail Choice - Account Number Lookup (Gas)



Reports

Billing

Enrollments

Log Out

Home / Reports / General Reports / Account Billing History

CSS Account Number:

TO EXCEL

SUBMIT

Customer Name:

[Redacted]

Account Number

[Redacted]

Legacy Account Number:

[Redacted]

Service Class:

[Redacted]

Service Address:

Next Read Date:

Tax:

Residential (%):

Town/Zip:

Trip Number:

Muni:

Seasonal Turn-Off:

From Date

To Date


Use

Therms

Bill Amt

ORU Retail Choice - Account Number Lookup

Home [Contact Us](#)

 Orange & Rockland **Retail Choice**

Alerts Downloads View Capacity & Energy Admin **Log Out**

[Home](#) / [ViewCustomerAccountInfo](#) / View Customer Account Details

View Customer Account Details

Account Details

Name	
<input type="text" value="CCB Account"/>	
<input type="text" value="Legacy Account"/>	
Service Address	
Town	
Zip Code	

Resources For Customers

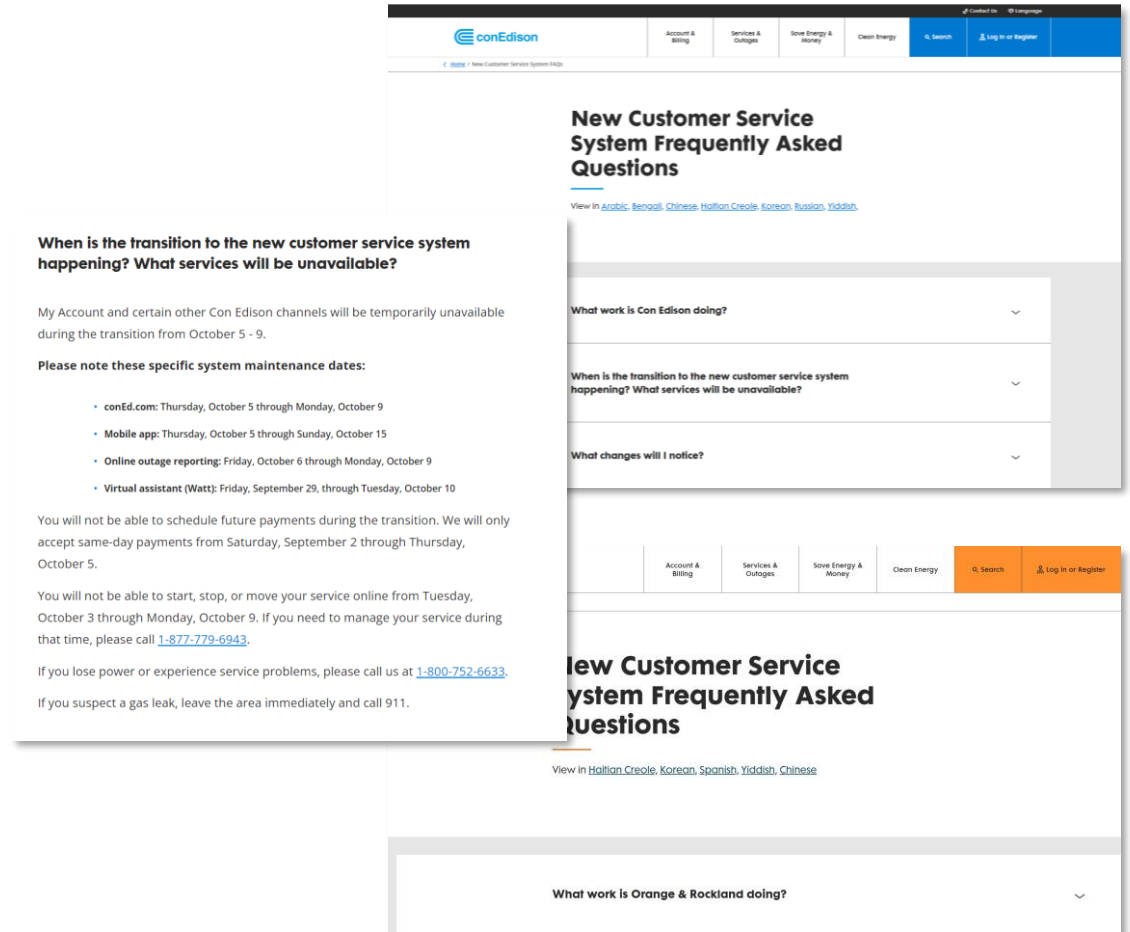
Visit the frequently asked questions pages at

<https://www.coned.com/en/faqs/new-customer-service-system-faqs>

or


<https://www.oru.com/en/faqs/new-customer-service-system-faqs>

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.



Current balance due

\$131.00

Pay By 10/12/23

Account: 11112-34555-6 Prior Account 12-3456-7891-0123-4

Service delivered to:
Next Billing Date: Thursday, October 19, 2023

Your bill breakdown

Last billing period
Your billing summary as of Sep 19, 2023

Your previous charges and payments	
Total charges from your last bill	\$131.00
Payments through Sep 18, thank you	-\$131.00
Balance from previous bill	None

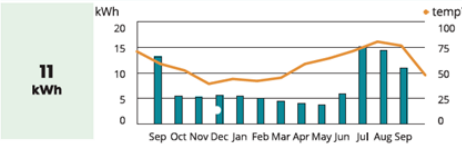
Your new charges
Billing period: Aug 21, 2023 to Sep 19, 2023

Budget billing amount	\$131.00
Total from this billing period	\$131.00
Total amount due	\$131.00

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Oct 12, 2023**.

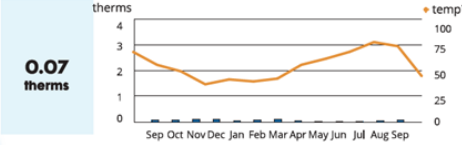
Your average daily electric usage

11 kWh



Your average daily gas usage

0.07 therms




Messages For You

Please check your bill and note your new account number. For your convenience, your prior account number is also provided. Learn more at: conEd.com/NewCustomerServiceSystem. If you use Bill Pay directly through your bank's website, inform them of your new 11-digit account number.

12 MONTH BUDGET BILLING PLAN

Month	Budget Billed To Date	Actual Billed To Date	Difference Amount
6	\$786.00	\$969.02	\$183.02

Get Smarter with your smart meter.
Learn how much energy you are using, and how to avoid seasonal spikes in energy use. Log in or create an account at conEd.com/EnergyUsage.



Current balance due

\$247.35

Pay By 10/13/23

Account: 11234-56789-0 Prior Account: 13256-74751

Service delivered to:
Next Billing Date: Thursday, October 19, 2023

Your bill breakdown

Last billing period
Your billing summary as of Sep 21, 2023

Your previous charges and payments	
Total charges from your last bill	\$295.79
Payments through Sep 20, thank you	-\$295.79
Balance from previous bill	None

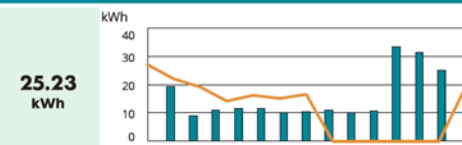
Your new charges
Billing period: Aug 21, 2023 to Sep 21, 2023

Electricity charges - for 31 days	\$207.06
Gas charges - for 31 days	\$40.29
Total from this billing period	\$247.35
Total amount due	\$247.35

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Oct 13, 2023**.

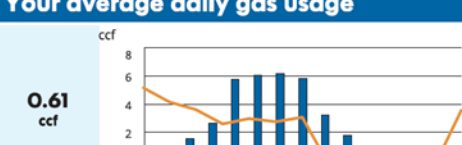
Your average daily electric usage

25.23 kWh



Your average daily gas usage

0.61 ccf



Messages For You

Please check your bill and note your new account number. For your convenience, your prior account number is also provided. Learn more at: oru.com/NewCustomerServiceSystem. If you use Home Banking directly through your bank's website, inform them of your new 11-digit account number.

Questions?

