



CECONY – New Retail Access System Issues

Please see the attached table outlining the below system issues affecting CECONY:

- ESCO Switch Processed Incorrectly
- Price Change Failure
- 867 Monthly Usage Not Sent

Thank you,

Retail Choice Operations
Consolidated Edison Company of New York, Inc.

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Contact Us

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

New System Issues

ID	Issue Description	Impact	Resolution	ETA
8	ESCO Switch Processed Incorrectly	2,731 electric accounts were transferred to Con Edison supply when they should have been switched from one ESCO to another. This began in October and impacts 26 ESCOs. This was due to a defect in CC&B which led to the incorrect cancellation of simultaneous pending enrollment and drop transactions.	Code fix for the enrollment defect went into production on January 12, 2024. Con Edison will move all 2,731 customers to the correct ESCO by January 26, 2024. Customer bills issued with Con Edison as the supplier will be cancelled and rebilled by January 26, 2024.	Q1 2024
9	Price Change Failure	Approximately 5,415 gas accounts and 7,497 electric accounts were impacted. Prices were accepted, however, did not carry over to CC&B.	Code change was made to correct this issue going forward. Impacted customer bills will be cancelled and rebilled by February 9 th .	Q1 2024
10	867 Monthly Usage Not Sent	Approximately 352 electric accounts where 867 monthly usage was not sent to ESCOs after bills were created. This is under investigation.	Issue and resolution are under investigation.	Q1 2024