



## Retail Access System Replacement Q1 Stakeholder Input Meeting

The meeting was held on March 27, 2024, from 10:00 AM – 11:00 AM EST.

This meeting introduced the Retail Access System Replacement Project and described the planned activities to gather stakeholder input, including an ESCO Survey.

Please find the presentation attached and a link to the ESCO Survey below.

Planned Upcoming Stakeholder Engagement Activities:

- **April 10:** Deadline to complete the Retail Access System Replacement Survey. [CLICK HERE](#) to take the survey.
  - When you click the survey link, you may receive a pop-up that prompts you to allow access to SurveyMonkey.com. Please allow access in order to complete the survey.
  - The system allows one survey submission per participant. You may forward the survey to other participants at your firm if necessary.
  
- **May 15:** Attend the ESCO Survey Results Meeting – to be scheduled.

### Contact Us

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



# **Retail Access System Replacement Project**

*Q1 Stakeholder Input Meeting  
March 27, 2024*

# Meeting Logistics



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



This meeting is solely for the Retail Access System Replacement project. Current business matters and production issues continue to be managed through your existing support resources (e.g., RetailAccess@coned.com for CECONY or RetailChoice@coned.com for ORU, etc.)

# Agenda

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# Retail Access System Replacement Overview

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- Consolidated Edison Company of New York (CECONY), Orange & Rockland Utilities (ORU) and Rockland Electric (RECO) will conduct a **Retail Access System (RAS) Replacement Project** that will simplify the Company's current complex and outdated Retail Access systems.
- This project's aim is to replace our legacy Retail Access Information System (RAIS) and the retail access components of the Transportation Customer Information System (TCIS) with a modern and flexible platform.
- This project is currently in the pre-planning phase. The formal RAS Replacement project is expected to kick off at the conclusion of the pre-implementation planning activities in 2024.

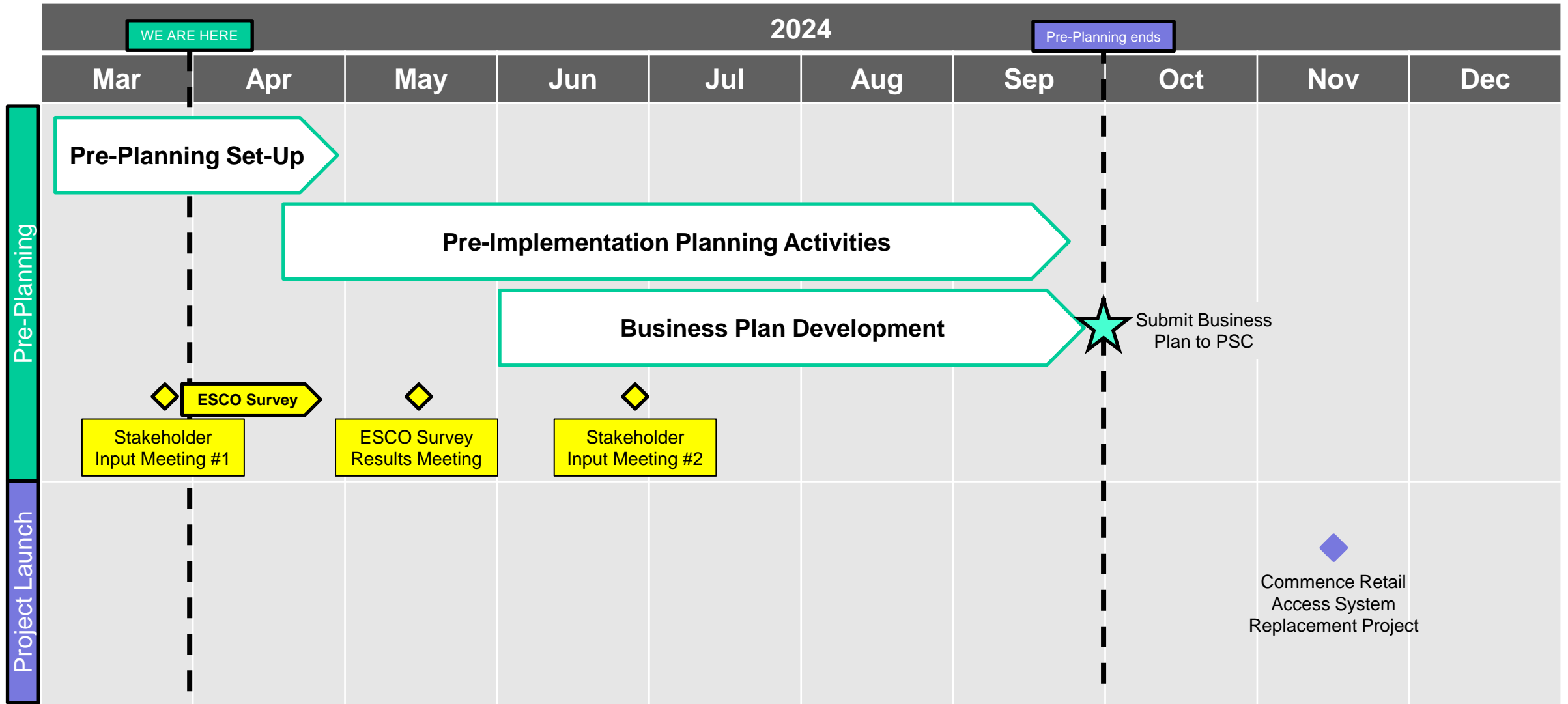
## What is changing...

- The Company's internal Retail Access Systems (RAIS and parts of TCIS)
- Back-end infrastructure to support the new Retail Access System solution

## What is not expected to change...

- The Company's customer care and billing system
- EDI framework and protocols
- Processes for communicating with the Company on retail access business matters

# 2024 Pre-Planning Timeline and Activities



# Stakeholder Engagement Expectations

1

The Company will keep Stakeholders informed throughout the Retail Access System Replacement project:

- ESCO Newsletters
- Quarterly update/follow-up meetings

2

The Company will seek Stakeholder input into the future solution in the following ways:

- Surveys
- Stakeholder input meetings
- Testing during implementation

3

Based on Stakeholder input, the Company will consider suggested improvements to the solution design.



# Survey Overview

# Survey Overview

This survey will help the Company understand suggested features / improvements to be considered as part of the Retail Access System Replacement Project.

The target audience are those active participants in the Company's Retail Access programs.

## ESCO Survey key dates

- **3/27:** ESCO Newsletter will be sent with link to Survey
- **4/10:** ESCO Survey closes – all input must be submitted by this date
- **5/1:** Company will finalize analysis of survey results
- **5/15:** Conduct ESCO Survey Results Meeting

\*1. Provide your first and last name

First Name

Last Name

\*2. Provide your job title:

\*3. Select the option that best describes your firm's relationship with CECONY/ORU:

- Energy Services Company (ESCO)
- EDI Provider
- Distributed Energy Resource Supplier (DERG)
- Other (please specify)

\*4. Provide your firm's full legal name, (e.g., North South East West Energy Company)

\*5. Select the commodity type your firm supports: *(Select all that apply)*

- Electric
- Gas
- Gas Interruptible

\*6. Select the Con Edison, Inc. Operating Company with whom your firm works *(Select all that apply)*

- Consolidated Edison Company of New York (CECONY)
- Orange & Rockland Utilities (ORU)
- Rockland Electric Company (RECO)

# Next Steps

April 10



Complete the ESCO Survey

May 15



Attend the ESCO Survey Results Meeting

June TBD



Attend the Q2 Stakeholder Input Meeting

# Questions & Answers

