



Retail Access System Replacement – Business Plan Outline Survey Reminder

As a reminder, the Company delivered a Business Plan Survey following its Q2 Stakeholder Input Meeting on June 26, 2024. We invite you to complete this survey prior to its close on **Wednesday, July 10**. The Business Plan Outline is attached below for your reference.

[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.

The Business Plan Outline Survey will help the Company understand feedback to be considered as part of the Retail Access System Replacement Project Business Plan.

The target audience for the Business Plan Outline survey are those active participants in the Company's Retail Access programs.

Thank you,

Retail Access System Replacement Team
Consolidated Edison Company of New York, Inc.

www.coned.com

Contact Us

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



RETAIL ACCESS SYSTEM REPLACEMENT

BUSINESS PLAN OUTLINE

CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.

JUNE 2024

Business Plan Outline

1. Executive Summary

- a. Introduction
 - i. Introduce the Retail Access System Replacement (“RASR”) initiative
 - ii. Summarize the significance of the project
 - iii. Highlight key findings, recommendations, and outcomes
 - iv. Summarize alternative solutions considered, with findings
- b. Project Delivery Process, Implementation Plan, and Proposed Schedule Overview
- c. Cost Benefit Summary
 - i. Costs to be saved and to be avoided
 - ii. Company and Stakeholder benefits

2. Retail Access System Replacement Background

- a. New York State (“NYS”) Policy Evolution for Competitive Energy Market Place
 - i. Outline relevant policy changes impacting the Retail Access market
 - ii. Discuss implications and opportunities for RASR
- b. Market and Transaction Growth
 - i. Describe trends in energy market participation
 - ii. Energy market growth and its impact on Retail Access Systems
- c. Current Retail Access System Overview and Challenges
 - i. Detail the current system architecture, strengths, and limitations
 - ii. Highlight business and technical process pain points and opportunities
 - iii. 2023 Rate Order summary
- d. Pre-Implementation Planning Effort
 - i. Discuss key activities that occurred, including Stakeholder engagement, requirements gathering, and risk assessment
 - ii. Highlight regulatory considerations
- e. Energy Service Company (“ESCO”) Stakeholder Outreach and Results
 - i. Summarize interactions with ESCOs (e.g., Stakeholder meetings, ESCO surveys)
 - ii. Share feedback, concerns, and insights from Stakeholder input
- f. Company and Stakeholder Roles and Responsibilities
 - i. Describe the project responsibilities of the Company
 - ii. Specify roles and partnerships with Stakeholders
- g. Future Retail Access System Solution Overview
 - i. Describe technology solutions
 - ii. Provide a high-level vision for the new system

3. Project Delivery Process, Implementation Plan, and Proposed Schedule

- a. Benchmark Summary
 - i. Best practices and lessons learned identified from peer utilities
- b. Overview of Project Delivery Process
 - i. Project Team Structure
 - 1. Introduce key organizational structure
 - 2. Specify Company and Stakeholder roles and responsibilities
 - ii. Governance Model
 - 1. Define the decision-making structure for RASR

2. Specify Company and Stakeholder roles and responsibilities
 3. Risk Management Plan
 - c. Project Plan Overview
 - i. High-level timeline, including testing phases, training, proposed go-live date, stabilization phase
 - ii. Test Plan, Scope, and proposed timelines
 1. Description of test tracks
 2. Testing and implementation milestones that work for ESCOs and EDI Providers
 3. Stakeholder test plan, timelines, and communication protocols for successful testing processes
 - iii. Organizational Change Management
 1. Stakeholder engagement plan
 2. Process for supporting ESCOs during implementation and stabilization phases
- 4. Cost Benefit Summary**
 - a. Cost/Benefit Overview
 - b. Costs and Financial Benefits
 - i. Break down the project costs
 - ii. Identify potential financial benefits
 - c. Non-Financial Benefits
- 5. List of Abbreviations**
 - a. Compile a comprehensive list of abbreviations, acronyms, technical terms, etc., used throughout the document