ConEdison and Orange & Rockland's Customer Information System Replacement Project

In May 2023, ConEdison and Orange & Rockland will be transitioning from our current Customer Service Systems (CSS & CIMS) to Oracle's Customer Care & Billing platform. This effort, known as the "CORE Project", is intended to be a seamless technical transition but is expected to impact the way information is transmitted with our valued partners. To provide a smooth transition for our customers, the CORE Project team will need your organization's partnership to ensure necessary changes are communicated, mapped, applied and tested.

The CORE Project team will be hosting a Townhall in September, at some point after Labor Day. This time will be used to further discuss the scope of the CORE Project, the anticipated impacts, and the areas we would like to ask for your team's involvement. This invitation will be sent from CORE 3rd Party Team's email, so please be on the lookout.

Many thanks in advance!