CORE/ESCO/EDI – January 2024 Project Update

Please see the attached presentation from the January 31, 2024 CORE/ESCO/EDI – January 2024 Project Update.

CORE Update for ESCOs

January 2024

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

CORE
POWERING THE CUSTOMER EXPERIENCE

Agenda

- Program Update

- System Reminders

CORE Program Update

- 820 EDI Transactions for Payments of December 2023 have been processed

- 2024 Meter Reading Schedule – Electric & Gas

- New Account Number

  – Approx. 78% Usage

  – 90-Day Grace Period

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

Questions?