ESCO Survey Results Meeting - Retail Access System Replacement

This meeting was held on May 22, 2024, from 11:00 AM – 12:00 PM EST and provided an overview of the results from the ESCO Survey. Please find the presentation materials below.

Planned Upcoming Stakeholder Engagement Activities:

- You will continue to receive Retail Access System Replacement Project updates through ESCO Newsletters.
    - To access the newsletters, visit www.coned.com/escos.
    - All newsletters related to this project will be tagged as "RAS Replacement".

- Attend the Q2 ESCO Input Gathering Session – to be scheduled in late June.

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 Project

ESCO Survey Analysis
May 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

Topic
Retail Access System Replacement Overview
ESCO Survey Analysis
Next Steps
Q&A

Retail Access System Replacement Project Overview

Retail Access System Replacement Overview

- 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will conduct a **Retail Access System (RAS) Replacement Project** that will simplify the Company's current complex and outdated Retail Access systems.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.
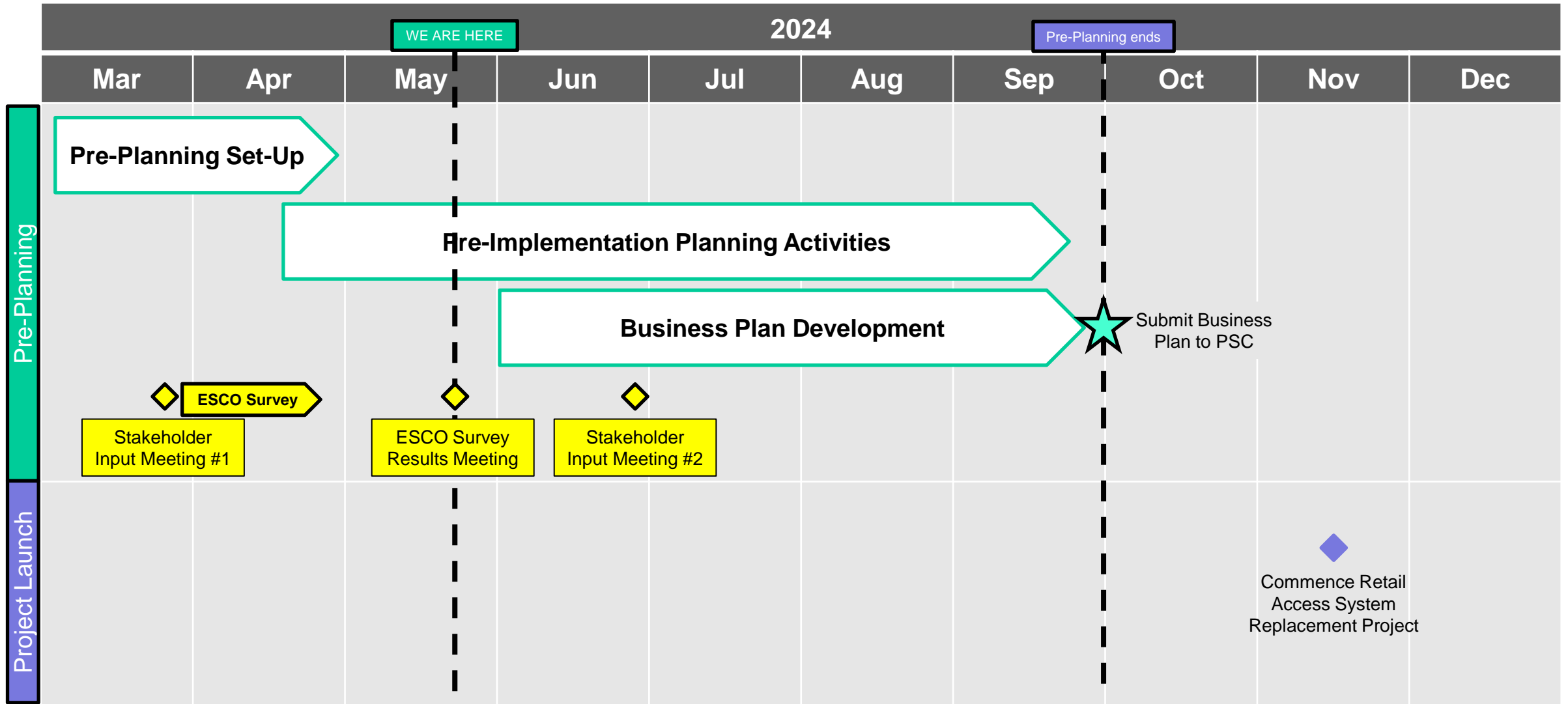
What is changing…	What is not expected to change…
- The Company's internal Retail Access Systems (RAIS and parts of TCIS) - Back-end infrastructure to support the new Retail Access System solution	- The Company's customer care and billing system - EDI framework and protocols - Processes for communicating with the Company on retail access business matters

2024 Pre-Planning Timeline and Activities

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

2024

WE ARE HERE

Pre-Planning ends

Pre-Planning

Pre-Planning Set-Up

Pre-Implementation Planning Activities

Business Plan Development

★ Submit Business Plan to PSC

ESCO Survey

Stakeholder Input Meeting #1

ESCO Survey Results Meeting

Stakeholder Input Meeting #2

Project Launch

◆ Commence Retail Access System Replacement Project

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ESCO Survey Analysis

ESCO Survey Analysis Executive Summary

Purpose 🎯

- This survey was distributed to gather initial stakeholder input into the future Retail Access System solution.

- Based on stakeholder input, the Company will consider suggested improvements into the solution design.

Audience 👥

- Active participants in Retail Access programs:
  - Energy Services Companies (ESCOs)
  - EDI Providers
  - Distributed Energy Resource Suppliers (DERS)
  - Other Retail Access related firms/services
- At the close of the survey, there were:
  - **51** Individual Respondents
  - **32** Unique Firms Represented

Survey respondents were asked to rate the following:

1 ← Needs Improvement ———— Highly Effective → 5

Data & Reporting	**2.82**	**Invoice & Billing**	**2.57**
EDI Transactions	**2.62**	**Self-Service Website Capabilities**	**3.11**

⭐ **Average overall score: 2.78**

Key Opportunities:

1 **Improve Issue Resolution Processes**
Firms feel that reported issues are not resolved in a timely manner.
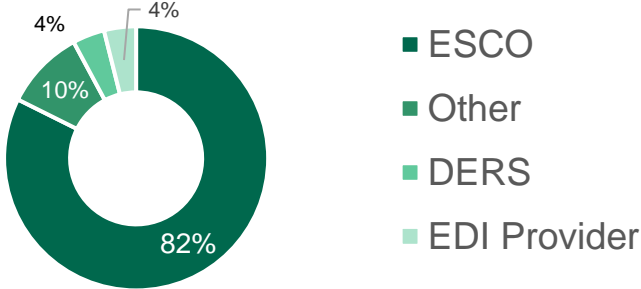
2 **Improve Data Quality**
Firms noted data quality challenges, including incorrect data, data access issues, and mismatched data.
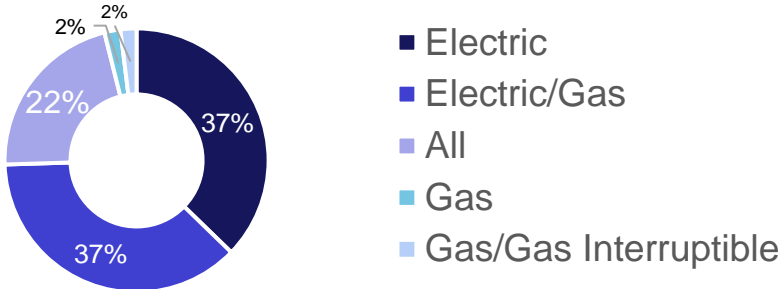
Respondent demographics

Firm Relationship

- **82% of respondents are ESCOs**
- EDI Providers and DERS each make up **4%** of respondents
- Other **10%** of respondents identified as the following: Billing Vendor, Data Management and Information Services Provider, Supply Consultant, Supplier, and Third-party Advisory Firm

Donut chart:
- ESCO — 82%
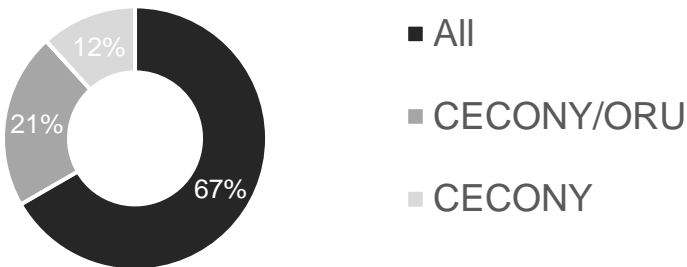- Other — 10%
- DERS — 4%
- EDI Provider — 4%

Commodity Type

- **22%** of respondents serve all 3 commodity types
- **96%** of respondents serve Electric (or some combination of electric and other commodities)
- **63%** of respondents serve Gas (or some combination of gas and other commodities)
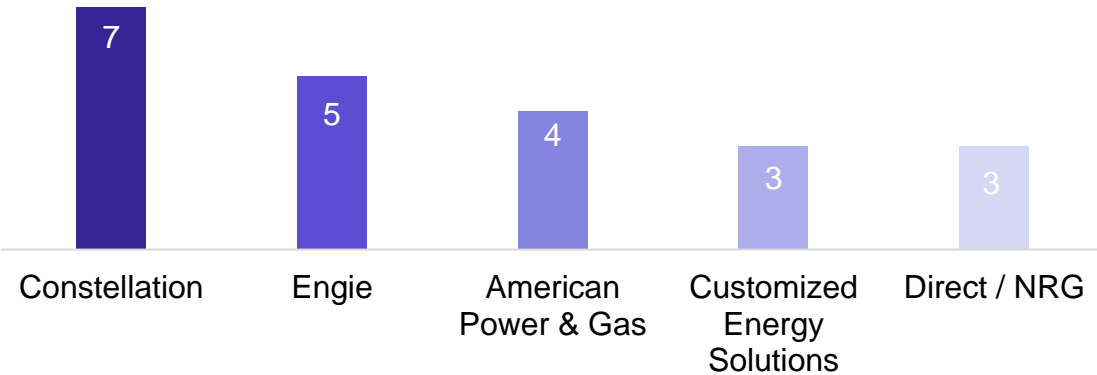
Donut chart:
- Electric — 37%
- Electric/Gas — 37%
- All — 22%
- Gas — 2%
- Gas/Gas Interruptible — 2%

Operating Company Served

- **67%** of respondents serve all OpCos (CECONY, ORU, RECO)

Donut chart:
- All — 67%
- CECONY/ORU — 21%
- CECONY — 12%

Top Firms Represented

- The firms with the most responses include:

Bar chart:
- Constellation — 7
- Engie — 5
- American Power & Gas — 4
- Customized Energy Solutions — 3
- Direct / NRG — 3

Rating experience with current Retail Access systems

Survey questions were categorized to help the Company understand specific details of Firms' key experiences with Retail Access systems. Categorized data provides the necessary granularity to propose and prioritize targeted actions responsive to the participants' needs and perspectives for a more meaningful project impact.

Survey recipients were asked to rate their experience with Retail Access systems on a scale of 1 (Needs Improvement) to 5 (Highly Effective) across the **following 4 areas:**

DATA & REPORTING

Data quality, access to data, and reporting capabilities

EDI TRANSACTIONS

Accuracy and timeliness of transactions, issues with specific transactions

INVOICE & BILLING

Data accuracy, experience with cancel/rebills and rate changes

SELF-SERVICE WEBSITE

Admin and user management, data quality and access, issue reporting

Rating experience with Data and Reporting in Retail Access systems

Survey recipients were asked to rate their experience working with Data and Reporting in Retail Access Systems on a scale of 1 (Needs Improvement) to 5 (Highly Effective).

	Key Opportunities

2.82 — Average score

24% — Favorable (4 or 5 score)

38% — Unfavorable (1 or 2 score)

71% of written feedback responses mentioned **data quality challenges**

Improve data quality
- Improve quality of usage data, EDI data, dates on corresponding 867s/810s
- Provide more account and customer data
- Include advanced filters for interval and billing data

Provide access to O&R Data
- Mirror ConEd's website for O&R and show billing summaries for O&R

Enhance access to Interval Data
- Make data downloadable from the portal instead of requesting via email

Improve issue resolution process
- Improve how issues are reported, tracked, and resolved

Rating experience with EDI Transactions in Retail Access systems

Survey recipients were asked to rate their experience working with EDI Transactions in Retail Access Systems on a scale of 1 (Needs Improvement) to 5 (Highly Effective).

	Key Opportunities
2.62 Average score	**Improve data quality** • Mismatched data on EDI transactions • Meter numbers incorrect
24% Favorable (4 or 5 score)	**Reduce delayed/missing transactions** • EDI transactions are delayed or not returning at all • Delayed inbound transactions particularly with customer usage
44% Unfavorable (1 or 2 score)	**Expedite issue resolution time** • Supplier support email is not providing timely resolution of issues
68% of written feedback responses mentioned **data quality challenges**	**Enhance access to data and notifications for successful transactions** • Confirm acceptance of transactions with response

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Rating experience with Invoice & Billing in Retail Access systems

Survey recipients were asked to rate their experience working with Invoice & Billing in Retail Access Systems on a scale of 1 (Needs Improvement) to 5 (Highly Effective).

2.57	**Average score**
24%	**Favorable (4 or 5 score)**
48%	**Unfavorable (1 or 2 score)**

63% of written feedback responses mentioned **data quality challenges and 31%** mentioned **cancel/rebills**

Key Opportunities

Improve data quality
- Inaccurate/mismatched billing period, missing usage
- Mismatched meter information (account numbers, multiple meters when single metered, usage gaps)
- Missing 867s impacting invoicing of customers

Refine Cancel/Rebills processes
- Cancel/rebill causing mismatch between invoices and meter reads

Enhance issue resolution processes
- Improve speed of billing and status updates
- Improve how issues are reported, tracked, and resolved

Improve rate change processes and clarity
- 810 or rate change issues are experienced
- Incorrectly rejected rate changes

Rating experience with Self Service Website in Retail Access systems

Survey recipients were asked to rate their experience working with the Retail Access Self Service Website on a scale of 1 (Needs Improvement) to 5 (Highly Effective).

Key Opportunities

3.11   **Average score**

33%   **Favorable (4 or 5 score)**

26%   **Unfavorable (1 or 2 score)**

58% of written feedback responses mentioned **data quality challenges and 42%** requested access to **interval data and O&R data**

Improve data quality
- Customer data missing or incorrect on RAIS, mismatched meter information (multiple meters when single metered)
- More views and data needed – all accounts under a customer, account monthly summary, capacity dates, date/account search

Enhance access to interval data
- Make data downloadable from the portal instead of requesting via email

Upgrade access and admin capabilities
- Bugs reported when logging in, creating new users

Improve issue resolution processes
- Improve how issues are reported, tracked, and resolved

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Responses and feedback for current RAIS/TCIS websites

Website Features Used

- Over **50%** of respondents report using the following features in the Retail Access website:
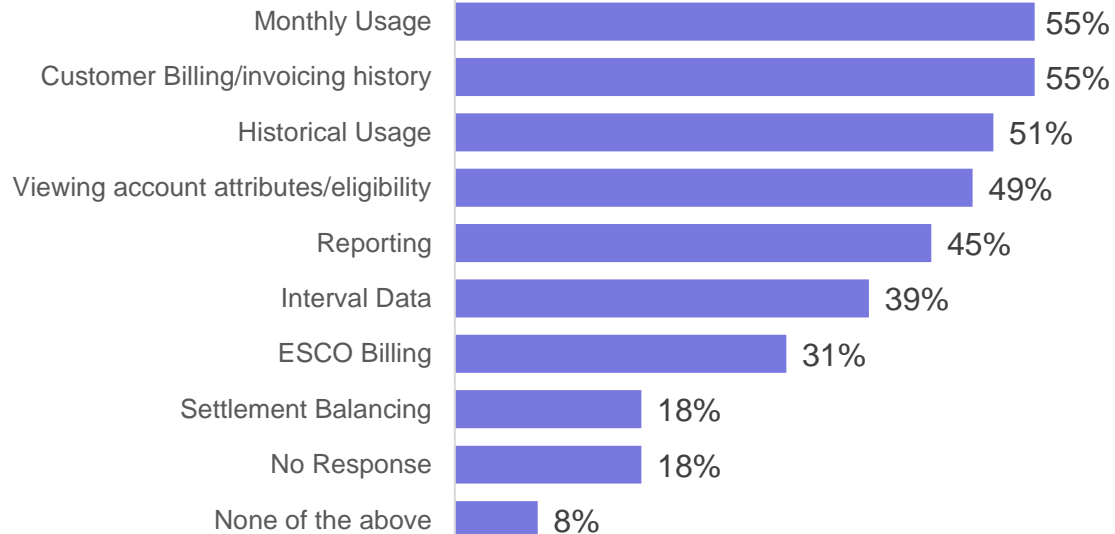
📅 Monthly Usage

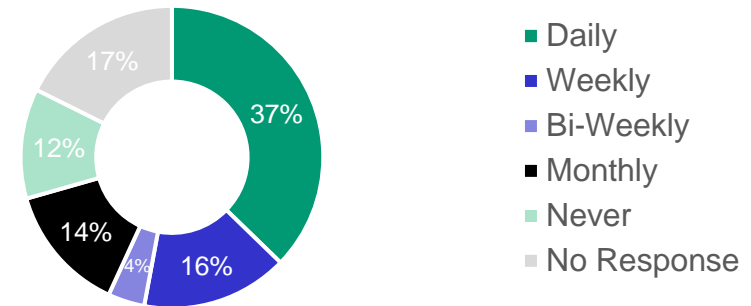💵 Customer Billing/invoicing history

⏳ Historical Usage

- All responses:

% of Respondents Using Each Feature

Feature	%
Monthly Usage	55%
Customer Billing/invoicing history	55%
Historical Usage	51%
Viewing account attributes/eligibility	49%
Reporting	45%
Interval Data	39%
ESCO Billing	31%
Settlement Balancing	18%
No Response	18%
None of the above	8%

Website Frequency of Use

- **53%** of respondents use the website **at least weekly**
  - 37% of respondents use the website Daily

- Daily 37%
- Weekly 16%
- Bi-Weekly 4%
- Monthly 14%
- Never 12%
- No Response 17%

Improvements and Features Requested

- Provide **more detailed information** on customer accounts, such as account holder name, meter number, and meter details
- Improve **data quality**
- Implement **account number lookup tool**
- Improve **user management**: allow admin rights for adding/removing users and password management
- Create contact form in Retail Access systems so **issues can be reported** directly from the system
- **Expedite issue resolution time** for resolving inquiries and reported issues

Next Steps

The Retail Access System Replacement project team can use this data insights to identify potential actions

Using the data collected from the survey, the Retail Access System Replacement project team will evaluate next steps in the following categories:

Short-Term

Evaluate opportunities that could be made to current state operations to improve experience in the short term

Near-Term

Share feedback regarding potential improvements with appropriate the points of contact for consideration

Long-Term

Identify improvements to be realized as part of the Retail Access System Replacement Project

Questions & Answers

What's Next?

- You will continue to receive updates through the ESCO Newsletters regarding Retail Access System Replacement Project updates
  - To access the newsletters, visit www.coned.com/escos
  - All newsletters related to this project will be tagged as "RAS Replacement"

- You will receive an invitation for the Q2 ESCO Input Gathering Session, to be scheduled in late June

- Continue to use the current communications channels:
  - CECONY: RetailAccess@coned.com
  - ORU: RetailChoice@coned.com

Thank you!