

Retail Access System Issues Report May 2024

Please find attached the list of Retail Access System Issues.

ID	Issue	Progress toward resolution	Expected timing of resolution	To be removed next month
1	Incorrect billing option indicator on gas accounts - The bill option on the billing system doesn't match TCIS	Impacted population pre CC&B implementation is being adjusted. There are 113 accounts remaining that need further review/adjustment.	Q3 2024	
5	TCIS cannot handle a consecutive drop and enrollment from the same ESCO or processing seasonal turn offs. This is causing legitimate price changes to erroneously reject.	Path to resolution has been identified, the impacted account population will be corrected with manual adjustments; gas prices will be accepted. There are less than 400 accounts that still require further review/adjustment.	Q3 2024	
6	Some Electric ESCO price change requests were rejected due to a "missed cycle date," and it was determined that these transactions were rejected incorrectly.	There was a code fix implemented which stopped all further rejections due to this issue. A detailed analysis of the population was performed. Next step is to correspond with the impacted ESCO to inform them of steps forward which will include cancel/price update/rebill.	Q3 2024	
7	867 EDI interval data requests for a subset of electric accounts that receive interval usage were sent missing the first day of usage and/or 23 hours of the last day of usage.	There was a code fix that was implemented and the issue is no longer present. All impacted transactions have been identified and we are working with ESCOs to identify the best path to resolution.	Q2 2024	X
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers. We are identifying the reasons 867 files are not being sent, fixing the root cause, and resending files.	Q3 2024	
11	For accounts where either an enrollment was pending, or, the first bill hasn't been generated yet, and, there was a price submitted with the effective date of the enrollment, there is potential for incorrect billing. Impact is minimal (at most one day of usage).	Code fix was identified, tested, and implemented. Subsequent the code change, the full affected population will be identified and triaged, likely with a bill adjustment.	Q3 2024	
12	Approximately 11,000 accounts (both gas and electric) had price changes that were accepted, but, those prices were incorrectly applied for billing leading to incorrect customer bills and 810s not matching 867s.	The configuration change was made to correct issue moving forward. Accounts that were impacted are being reviewed and any incorrect bills will be adjusted to use the accepted prices.	Q3 2024	