

Retail Access System Issues Report June 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 approximately 100 accounts remaining that need to be adjusted. On target to complete by end of July.	Q3 2024	X
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	
10	867 Monthly Usage files not being sent after customer billing completes.	This is impacting a small population of electric customers. The reasons for missing files has been identified and necessary adjustments are being made. The impacted files have started going out and we are targeting an August completion.	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. The full affected population is currently being triaged with a cancel/rebill transaction. Electric account adjustments are targeted to be complete by mid July with gas account adjustments following shortly thereafter.	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 adjusted. All incorrect bills are being canceled and rebilled using the accepted prices. Electric account adjustments are targeted to be complete by mid July with gas account adjustments following shortly thereafter.	Q3 2024
13	A discrepancy in enrollment/drop dates between CC&B and RAIS/TCIS resulted in a delay in when the enrollment/drop is being processed. This led to one or two months where the customer was being billed under the incorrect supplier.	The population of impacted accounts has been identified. The accounts will need to be canceled/rebilled accordingly.	Q3 2024