



2024 Retail Access Meeting Questions

We have created the attached document answering the questions from our 2024 Retail Access Meeting.

We want to thank you again for attending the 2024 Retail Access Meeting and hope you find the attached document helpful.

If there was something that came up at the forum that was not answered, or if you have any other questions, please feel free to contact us at RetailAccess@coned.com.

Thank you,

Retail Choice Operations

Consolidated Edison Company of New York, Inc.

www.Coned.com

Consolidated Edison Company of New York, Inc.

2024 Electric Marketer Meeting

Questions & Answers

1. Did all accounts transition to 11-Digit Account Numbers?

Yes, all existing clients have been transitioned to the new 11-digit account numbers.

2. What are the Backbilling Rules?

Consolidated Edison Company of New York (CECONY) follows specific guidelines for Backbilling both based on the [Home Energy Fair Practices Act \(HEFPA\) | Department of Public Service](#) for residential customers and [Rights and Protections for Non-residential Customers](#). There is also a small piece of our electric tariff that highlights this found in General Rule 10.6 on Leaf 86 ([electric-tariff.pdf](#)).

3. How to handle a missing EDI 810 (Invoice)?

Confirm that the EDI 810 was not received by checking your EDI system logs and communication records. Look for any error messages or failed transmissions. If unable to locate the 810 invoices, you can reach out to us at retailaccess@coned.com. When contacting us, please provide as much information as possible including when the EDI 867 was received.

4. How do you identify a retail access related discrepancy?

A discrepancy typically occurs when an entity is missing the customer's first or last month's bill, often indicating that the account did not transition properly. Please first verify that the account is in your supply pool by referring to the Daily Account Listing (screenshots below).

Daily Account Listing

Daily Account Listing layout

Customer Account Number (11 positions)	Account Activity Code (1 position) A: Active, I: Inactive, P: Pending	Billing Option A: Agency Single ESCO N: Dual Billing R: Single Bill (ConEd)	Date Account became effective (mm/dd/yyyy)	Date Account became ineffective (mm/dd/yyyy) Will display OPEN if account has no expiration date	Reason for customer removal. This is only present if customer expiration date is not OPEN (as above)	Service Classification (3 positions)	Trip Number Customer is Read (2 positions)	Next Scheduled Read Date (mm/dd/yyyy)	Phase Customer Enrolled (1 Position)	Zone Code (1 Position)	Customer Service Address (25 Positions)
XXXXX XXXXXX	A	N	12/11/2015	OPEN		9	3	12/6/2022	6	J	28-XX XXXXXXXXXX ST 1XX

Example of Daily Account Listing File

```
I135411112022052331.DAT - Notepad
it Format View Help
XX-XXXX-XXXX-X,A,N,12/11/2015,OPEN,,9,3,12/6/2022,6,J,28-XX XXXXXXXXXXXX ST 1XX,XXXXXXXX, NY 11103,0,
```

If the account is enrolled in your supply pool, you can also review the billing history to determine if the account was billed through the date the account should have transition into or out of your supply pool. This would help indicate that an account adjustment would be needed to correct the billing for the EDI 867/810 files to go out.

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Alerts

Downloads

Billing

Capacity & Energy

Admin

Log Out

Home / Billing / Bill History

Bill History

Account Details	
Name	
Account	
Service Address	
Town	NEW YORK NY
Zip Code	10017
Seasonal Turn-Off	N
Next Read Date	12/2/2020
Tension Code	L
Trip Number	22
Stratum Variable	267.5
ICAP	289.1342
Residential %	0
LBMP Zone	J
Recharge New York	N
Net Metering	N
Service Class	9
Previous Account No	0000000000000000
Min Month Demand	388
TOD Code	50
Profile	Y
Tax	Fully Taxable
Muni	--

Meter Numbers

Meter Readings							
From Date	To Date	Use	Reading	KVARs	Demand	Bill Amt	
9/30/2020	10/29/2020	110400	ACT	0	226.5	10493.99	
8/31/2020	9/30/2020	126400	ACT	0	273.1	14110.61	
7/31/2020	8/31/2020	143200	ACT	0	283.6	15047.15	
7/1/2020	7/31/2020	144000	ACT	0	280.3	13612.9	
6/2/2020	7/1/2020	124800	ACT	0	268.8	12366.73	
5/1/2020	6/2/2020	118400	ACT	0	237.1	10198.88	
4/2/2020	5/1/2020	112800	ACT	0	216.4	9005.13	
3/4/2020	4/2/2020	131200	ACT	0	262	11606.39	
2/3/2020	3/4/2020	140800	ACT	0	265.9	12601.64	
1/2/2020	2/3/2020	149600	ACT	0	268.3	13455.87	
12/3/2019	1/2/2020	139200	ACT	0	275	12371.91	
10/30/2019	12/3/2019	159200	ACT	0	301.9	15091.84	
10/1/2019	10/30/2019	127200	ACT	0	324.4	12156.34	
8/30/2019	10/1/2019	151200	ACT	0	313.4	15423.59	
6/3/2019	8/30/2019	478400	ACT	0	331.2	44850.23	
5/2/2019	6/3/2019	160000	ACT	0	388	13816.42	
4/3/2019	5/2/2019	167200	EST	0	388	13694.25	
3/5/2019	4/3/2019	183200	EST	0	396	15236.06	
2/1/2019	3/5/2019	94400	EST	0	0	4481.65	
1/2/2019	2/1/2019	92000	EST	0	412	11429.8	
12/3/2018	1/2/2019	84800	EST	0	372	10447.27	

You can also check the “Retail Access Information System (RAIS)” section of the presentation for more details.

5. What is Unbilled?

We only send out EDI files if there is usage to report. If the account is not billed for delivery, there will not be an EDI 867 file to send out for usage. You can view account(s) on the RAIS Bill History to see if they are billed to date under the Meter Readings section.

conEdison Retail Choice		Alerts	Downloads	Billing	Capacity & Energy	Admin	Log Out
Home / Billing / Bill History							
Bill History							
Account Details		Meter Numbers	Meter Readings				
Name			From Date	To Date	Use	Reading	KVARs Demand Bill Amt
Account			9/30/2020	10/29/2020	110400	ACT	0 226.5 10493.99
Service Address			8/31/2020	9/30/2020	126400	ACT	0 273.1 14110.61
Town	NEW YORK NY		7/31/2020	8/31/2020	143200	ACT	0 283.6 15047.15
Zip Code	10017		7/1/2020	7/31/2020	144000	ACT	0 280.3 13612.9
Seasonal Turn-Off	N		6/2/2020	7/1/2020	124800	ACT	0 268.8 12366.73
Next Read Date	12/2/2020		5/1/2020	6/2/2020	118400	ACT	0 237.1 10198.88
Tension Code	L		4/2/2020	5/1/2020	112800	ACT	0 216.4 9005.13
Trip Number	22		3/4/2020	4/2/2020	131200	ACT	0 262 11606.39
Stratum Variable	267.5		2/3/2020	3/4/2020	140800	ACT	0 265.9 12601.64
ICAP	289.1342		1/2/2020	2/3/2020	149600	ACT	0 268.3 13455.87
Residential %	0		12/3/2019	1/2/2020	139200	ACT	0 275 12371.91
LBMP Zone	J		10/30/2019	12/3/2019	159200	ACT	0 301.9 15091.84
Recharge New York	N		10/1/2019	10/30/2019	127200	ACT	0 324.4 12156.34
Net Metering	N		8/30/2019	10/1/2019	151200	ACT	0 313.4 15423.59
Service Class	9		6/3/2019	8/30/2019	478400	ACT	0 331.2 44850.23
Previous Account No	00000000000000		5/2/2019	6/3/2019	160000	ACT	0 388 13816.42
Min Month Demand	388		4/3/2019	5/2/2019	167200	EST	0 388 13694.25
TOD Code	50		3/5/2019	4/3/2019	183200	EST	0 396 15236.06
Profile	Y		2/1/2019	3/5/2019	94400	EST	0 0 4481.65
Tax	Fully Taxable		1/2/2019	2/1/2019	92000	EST	0 412 11429.8
Muni	--		12/3/2018	1/2/2019	84800	EST	0 372 10447.27

If the account is not billed to date, the customer can reach out to customer service or their direct representative for assistance with the unbilled account. Please note that these accounts are always being worked and that Retail Access does prioritize accounts with ESCOs when asking for accounts to be billed to date.

You can also check the “Retail Access Information System (RAIS)” section of the presentation for more details.

6. Where can we send these billing issues?

Account discrepancies and unbilled accounts are addressed daily. A lack of response to your email does not mean the issues are not being worked on. Once resolved, the appropriate files will be sent out. You should continue to use retailaccess@coned.com.

7. Where can the PSC Electronic Data Interchange (EDI) guide be found?

You can find the PSC Electronic Data Interchange (EDI) guide on the New York Department of Public Service's website. This guide provides detailed information on the policies, data standards, and procedures for implementing EDI in business communications between ESCOs and utilities in New York.

8. What is a reasonable wait time for accounts that have been escalated to be corrected?

As an ESCO, your point of contact is Retail Access, and we will escalate issues to other departments as needed. A global ETA for resolving discrepancies or unbilled accounts cannot be provided as each case is different. Internal goals aim to bill all accounts timely and accurately, with penalty mechanisms in place for failures.

9. When will the 2025 Meter Reading Schedule and 2025 Holiday Schedule be available?

The 2025 Meter Read Schedule and Holiday Schedule will be distributed via newsletter in the coming weeks. You can also find it on the Con Edison Energy Service Company Newsletter page once distributed. The presentation deck included in Newsletter Issue 2024-69 contains the tentative 2025 Meter Read Schedule and Holiday Schedule.

10. Where do you reach out for Retail Access inquiries? Will the email backlog be worked?

We will review and respond to the email backlog. Please direct all inquiries to retailaccess@coned.com.

If you do not receive a response to your initial inquiry, please avoid emailing individuals in the department as this can cause duplicative work and delays. Instead, we have an escalation process to address any emails that may be overlooked. If you do not receive a response within 5 business days, forward your initial inquiry to retailaccessescalation@coned.com. Emails sent to this address without the original email sent to retailaccess@coned.com will be deleted and not responded to.

You can also refer to the 'Electronic Data Interchange (EDI)' section of the presentation for details on what information your emails should include for EDI inquiries.