



Retail Access System Issues Report December 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
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 on this population of approximately 400 accounts has been identified. The impacted account population will be corrected with manual adjustments using previously accepted and erroneously rejected gas prices. The calculation of supply bills, with corrected prices, has proven more labor intensive than previously thought, so expected timing has shifted to Q1 2025. Corrected supply bills will be compared to what was originally billed and ESCOs will be credited accordingly directly on their shell account.	Q1 2025	
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.	Price repairs for all impacted accounts have been completed. Automated cancel/rebill should be finished by end of month and any remaining manual repair will be done in early January 2025.	Q4 2024	X
10	867 Monthly Usage files not being sent after customer billing completes.	All impacted accounts have been adjusted and 867 Monthly Usage files were sent.	Q4 2024	X
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.	Most of the accounts have been fully corrected. We're continuing to work on correcting billing exceptions and those accounts that couldn't be fully repaired through the original triage process. There are several hundred accounts remaining.	Q1 2025	
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.	Testing of fix is completed. Automated cancel/rebill process is being prepared and we are still on target for Q1 2025 completion. Once cancel/rebill is performed, all corrected files will be sent out.	Q1 2025	
14	RAIS sent incorrect ESCO information to CC&B for CHA drop transactions.	All accounts have been corrected and adjusted.	Q4 2024	X