



## Retail Access System Issues Report January 2025

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.	<p>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. Corrected supply bills will be compared to what was originally billed and ESCOs will be credited accordingly directly on their shell account.</p> <p>We are finalizing the plan to proceed with the resolution.</p>	Q1 2025	
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 are finalizing the next steps to implement the necessary repairs for the remaining accounts that couldn't be fully repaired through the original triage process.	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.	<p>Testing of the repairs has been completed. We are currently reviewing the automated cancel/rebill process to ensure we remain on target for Q1 2025 completion.</p> <p>Once the cancel/rebill is performed, all corrected files will be sent out.</p>	Q1 2025	