



Retail Access System Issues Report February 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.	The accounts have been assigned to the appropriate group to review the corrected supply bills in comparison to the original billing. ESCOs will receive the appropriate credits directly on their shell accounts	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.	Due to unforeseen current production freezes, we have been delayed in completing the repair process, which may require us to extend the expected completion time to early Q2.	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.	Due to unforeseen production freezes, we have been delayed in completing the cancel and rebill process. As a result, we may need to extend the expected completion time to early Q2.	Q1 2025	