

## Quarterly System Issue Meeting Presentation

Please see attached the presentation from April 28, 2025, Retail Choice System Issues Update.



**conEdison**

# **Retail Access System Issues Quarterly Meeting**

April 28, 2025

# Agenda



Current System Issues



Next Steps



Open Forum/Q&A

# Open 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.	We are continuing to work on identifying the correct supply bills to apply the appropriate credits accurately. We are targeting for end of 2nd quarter completion.	Q2 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.	The production freezes have been lifted, and repairs are being carried out in phases. We have completed 40% of the data repairs.  Accounts tied to a single ESCO during the billing periods have been resolved. Accounts that switched ESCOs during the billing periods are currently undergoing repairs. We are targeting completion by the end of the second quarter.	Q2 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.	The production freezes have been lifted, and repairs are being carried out in phases. We have completed 50% of the data repairs.  The repairs have been structured into four action items, with two already completed. We are targeting completion by the end of the second quarter.	Q2 2025	

# Next Steps



**Next monthly list will be circulated by**

April 30



## Ongoing communications

Subsequent issues will be announced in an ESCO newsletter within 5 days of Con Edison's becoming aware of an issue. Newsletters can be found at: <https://www.coned.com/en/business-partners/become-a-supply-partner>

Monthly reports to be filed by end of each month

Quarterly meetings



**If a party needs to provide confidential information to raise an issue, please send it to:**

retailaccess@coned.com

# Open Forum/Q&A

