

Retail Access System Issues Report April 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.	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.	<p>The production freezes have been lifted, and repairs are being carried out in phases. We have completed 40% of the data repairs.</p> <p>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.</p>	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.	<p>The production freezes have been lifted, and repairs are being carried out in phases. We have completed 50% of the data repairs.</p> <p>The repairs have been structured into four action items, with two already completed. We are targeting completion by the end of the second quarter.</p>	Q2 2025	