

Retail Access System Issues Report May 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've made progress in identifying the correct supply bills to accurately apply the appropriate credits. We expect to begin applying credits by mid-June and are targeting completion by the end of the second quarter.	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>Since the production freezes have been lifted, repairs are being carried out in phases. We have completed approximately 60% of the data repair scripts, and cancel/rebills are expected to be finalized by the second quarter.</p> <p>Accounts associated with a single ESCO during the billing periods have been resolved. Accounts that switched ESCOs during those 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>Since the production freezes have been lifted, repairs are being carried out in phases. We expect to have completed approximately 75% of the data repairs by the end of the month.</p> <p>The repairs have been structured into four action items, with two already completed. Approximately 60 accounts remain for the third action item. We are targeting full completion by the end of the second quarter.</p>	Q2 2025	