

Retail Access System Issues Report June 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 identified discrepancies in the credit amounts provided and are actively working to correct the calculations. We expect to apply the adjustments by early in the third quarter.	Q3 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 a data production freeze, the repair activity is currently on hold. Approximately 65% of the data repair scripts have been completed, and the cancel/rebill process is expected to be finalized by early in the third quarter. Accounts associated with a single ESCO during the billing periods have been resolved. Repairs are ongoing for accounts that switched ESCOs during those periods, with completion also targeted for early in the third quarter.	Q3 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 a data production freeze, the repair activity is currently on hold. Approximately 80% of the data repairs have been completed. The repairs have been organized into four action items, three of which are already complete. We are targeting full completion by early in the third quarter.	Q3 2025	