



Quarterly System Issue Meeting Presentation

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



conEdison

Retail Access System Issues Quarterly Meeting

July 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 identified some discrepancies with the credit amounts provided. We are working to correct the calculations and expect to apply them by Q3. | 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. | 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 have completed approximately 96% of the data repair scripts and cancel/rebills. Due to a data production freeze, the repair activity is currently on hold. We are targeting full completion by 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. | We have completed approximately 90% of the data repairs. The repairs have been organized into four action items, three of which are already complete. We are targeting full completion by the third quarter. | Q3 2025 | |

Next Steps



Next monthly list will be circulated by

July 31



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

