

Retail Access System Issues Report July 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 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	