



Retail Access System Issues Report August 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 reviewing the new data received to validate the new credit amounts. Once verified, we expect to apply them by the fourth quarter. | Q4 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>Accounts associated with a single ESCO during the billing periods have been resolved.</p> <p>Accounts that switched ESCOs during the billing periods are currently undergoing repairs. Approximately 98% of the data repair scripts and cancel/rebills have been completed. Due to a billing freeze, repair activities are currently on hold. We are targeting full completion by the end of September.</p> | Q4 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 99% of the data repairs. Five accounts remain, and we expect to finish those by the end of the day. | Q3 2025 | X |