



Retail Access System Issues Report September 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.	<p>We are continuing to review the newly received data to validate the updated figures.</p> <p>Once the review is complete and the revised amounts are confirmed, we anticipate applying the credits by the fourth quarter.</p>	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>For accounts that changed ESCOs during those periods, repairs are still in progress. Approximately 98% of the data correction scripts and cancel/rebill actions have been completed. However, due to a billing freeze that began in mid-September and will continue through the first week of October, all repair activities are currently on hold. We are targeting full completion by the end of October.</p>	Q4 2025	