



Retail Access System Issues Report October 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 quarter 4. | 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. | We have completed all the data repairs. | Completed | X |