ESCO News
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2025 Electric Marketer Meeting Questions

We have created the attached document answering the questions from our 2025 Electric Marketer Meeting.

We want to thank you again for attending the 2025 Electric Marketer Meeting and hope you find the attached document helpful.

If there was something that came up at the forum that was not answered, or if you have any other questions, please feel free to contact us at RetailAccess@coned.com.

Thank you,

Retail Choice Operations
Consolidated Edison Company of New York, Inc.
www.Coned.com

Consolidated Edison Company of New York

Electric Marketer Meeting

Questions and Answers

Q: Can brokers have access to RAIS to view historical usage data and intervals?

> **A:** No, RAIS is only available to registered ESCOs, due to customer privacy and how the users are authorized on that site. Brokers and other third parties can access similar data through Share My Data (aka Green Button Connect) or Third Party My Account.

Q: Is there a limit of users per supplier for RAIS?

> **A:** There is no limit; each user must register individually.

Q: Can a single username be used to access multiple entities, and is it more efficient to send a list to add multiple users or have them register individually?

> **A:** Each entity requires a separate account. While batch addition is acceptable, each user must first complete individual registration. Once you confirm that each user registered on coned.com, you can send a single list to retailaccess@coned.com with all of the users that you want added to the entity.

Q: Is there a master list of users per company for RAIS?

> **A:** This is internally tracked; can be provided upon request.

Q: For RAIS, should we refer to the billing history to determine customer usage, or is that information provided via EDI?

> **A:** You can utilize both options. Usage could be sent via EDI and you can also access customer usage on the RAIS website.

Q: Is the bill "To" Date information going to be available on the TCIS Account Listing files?

> **A:** Yes

Q: We are seeing multiple billing discrepancies: receiving 867s without 810s and vice versa, getting meter reads for inactive accounts, overbilling past account end dates, and delays in receiving billing files. When can we expect these issues to be resolved?

> **A:** These are known discrepancies between our systems. Although there is no specific estimated time of resolution, the team is actively working to address these issues.

Q: Is there a plan to separate the display of supply and delivery charges on the RAIS Billing History screen?

> **A:** This will be considered for future enhancements. Currently, the billing history presents supply and delivery charges as a combined total. For accounts on dual billing, only the delivery portion is displayed.

Q: Is there a way to identify Recharge NY program accounts?

> **A:** There is an indicator on the Billing History page of the RAIS website, and in EDI, the segment 'REFYP' is included in the 867HU and 814E files to identify these types of accounts.

Q: Can we request interval data via EDI?

> **A:** Yes, use 814HU to request an 867HIU, or 814C to update REFIU for existing accounts to receive the 867MIU.

Q: What is ConEd's policy regarding canceling and rebilling transactions?

> **A:** Cancels and rebills are done as needed while following all applicable regulations.

Q: How are cancel/rebills handled?

> **A:** When a bill is canceled, the corresponding 810 transaction is also voided. Upon rebilling, a new 867 MU usage file and 810 transactions are issued to reflect the updated billing information.

Q: Is the Find the Right Energy Service Company for You | Con Edison live now?

> **A:** Yes, it is live on the website.

Q: For residential accounts with interval meters, do they use actual hourly peak or load profile?

> **A:** If AMI data is available, actual interval data is used for ICAP tags.

Q: What is the ISA number?

> **A:** ISA is an identifying number on the EDI file.

Q: For ConEd and O&R, do you process EDI on different systems or the same system?

> **A:** EDI is the same, but there are some differences, and the support team is shared.

Q: What is the cutoff time for sending 814 enrollments?

> **A:** 4:30 PM Eastern time. Files submitted after that time are considered to be sent the next business day.

Q: How long do we have to submit a price change for a bill period?

> **A:** Up to 4 calendar days before the next cycle. If you submit a retroactive 814C for a Price Change, the effective date must be the day after the last "To" Date.

Q: How many price changes can we submit per day?

A: Limit submissions to a maximum of 5,000 transactions per day to prevent congestion in the EDI system.

Q: Which effective date is more valid for the CECONY Load Shape File: March 7, 2021, as shown in the Load Shape section, or September 2020 as listed on the main capacity energy page?

A: The effective date of March 7, 2021, shown for the CECONY Load Shape File reflects the date that was updated in the TODRS database. However, the guideline itself was never updated at that time, which is why the main capacity energy page still shows September 2020. The discrepancy is due to the database update, not a change in the guidelines. We plan to update the CECONY load shape again on January 1, 2026.

Q: In the CECONY section of the download, there are fields for both consumption and unit factors. Can you explain what the unit factor represents and how it's calculated?

A: In the Load Shape process, the Unit Factor is a normalized metric used to compare hourly energy consumption patterns across different customer groups. Each row in the dataset contains 24 hourly consumption values. The system first identifies the highest value in each row—this is the Row Peak.

Next, for each group defined by SERVICE_CLASS and STRATUM, the system determines the Group Peak, which is the maximum Row Peak within that group. The Unit Factor for any given hour is then calculated as:

$$\text{Unit Factor}_i = \frac{\text{CONSUMPTION}_{HRi}}{\text{Group Peak}}$$

This ratio shows how each hour’s usage compares to the highest observed usage in the group, enabling consistent normalization across varying consumption profiles.

If you need the detailed calculation methodology, please email retailservices@coned.com. We’ll be happy to provide the Excel-based breakdown.

Q: Is SC7 still active?

A: PSC Service Classification 7 as it is defined in our rates and tariffs no longer exists. All SC 7 electric heat customers are billed under PSC SC 1. Internally SC 7 is still used to code for electric residential heat which is why it is still active in the CECONY Loadshape file.

Q: ICAP question: I have an RFP where the usage is increasing but cap tag is 0 so there is a chance that it will change prior to 4/30/2026; recently the last 3 months meter reads are about 30,000 kWh monthly where it was around 5,000 kwh/month.

> **A:** If the account is new and was not active during the NYISO peak hour, TODRS assigns a default ICAP tag. After three months of billing history, TODRS may re-evaluate the account by benchmarking its usage against similar accounts in the same service class. If the account shows higher usage and meets the criteria, the ICAP tag can be adjusted upward.
>
> However, if the account is not new and was active during the peak hour, but had zero load and no rebill is submitted, then the ICAP tag will not change. The tag is based strictly on demand during the system peak hour.

Q: For a new account, how soon is the ICAP tag updated from the default value after the account becomes active?

> **A:** For a new account, the ICAP tag is initially set to a default value—often based on average usage for the account's service class
>
> After the account has been active for three months, TODRS will benchmark its actual monthly consumption against similar accounts in the same service class. Based on this comparison, TODRS will assign a more representative ICAP tag and stratum, replacing the default.

Q: How are the differences handled now that everyone has interval meters? Is it just a system adjustment factor applied to all accounts?

> **A:** Now that most customers have interval meters, we use actual interval data to calculate ICAP tags based on each account's usage during the NYCA peak hour. If the billing data and interval data are within a 5% tolerance, the interval data is considered valid and used directly. To ensure system-wide accuracy, a Subzone True-Up Factor is applied uniformly to all accounts within the same zone. For more details, please refer to the ICAP Tag Process Guide or contact Retail Services.
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> Here is a guideline link:
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> https://apps.coned.com/radata/CapacityEnergyReconciliationGuidelines.doc