

Retail Access Modernization Project (RAMP) – Q1 2026 Stakeholder Meeting Materials

This meeting was held on March 19, 2026, from 10:00 AM – 11:00 AM ET and provided a project update for the Retail Access Modernization Project (RAMP). Please find the presentation materials attached.

As discussed during the meeting, a formal request will be sent with details on how to volunteer to participate in testing. In the meantime, if you are interested in testing, please send an email to the project mailbox at **RAMPCommunications@coned.com** with the subject line: “Volunteer to Participate in RAMP ESCO Testing.”

You will continue to receive Retail Access Modernization Project updates through the project mailbox. Please note, all general business inquiries should still be directed to the normal email channels below.

- Con Edison: RetailAccess@coned.com
- Orange & Rockland: RetailChoice@coned.com

To access ESCO newsletters, visit www.coned.com/escos.

- All newsletters related to this project will be tagged as “RAS Modernization.”

Thank you,

Retail Access Modernization Project (RAMP) Team
Consolidated Edison Company of New York, Inc.
www.coned.com

Contact Us

If you have any questions or comments, please [visit our ESCO website](http://www.coned.com) or email RetailAccess@coned.com.

Retail Access Modernization Project

Q1 External Stakeholder Meeting

March 19, 2026



Meeting Logistics



Your microphone will remain disabled until we reach the Q&A portion of the presentation. Please keep your microphone on mute when not speaking



Your camera has been disabled for the duration of the meeting



During the Q&A portion, raise your hand if you would like to ask a question. You can also participate by typing a question or comment into the chat



This meeting is solely for the Retail Access Modernization project (RAMP). Current business matters and production issues continue to be managed through your existing support resources (e.g., RetailAccess@coned.com for CECONY or RetailChoice@coned.com for ORU, etc.)

Agenda

1. Retail Access Modernization Project Overview

2. Scope and Timeline

3. Communications and Engagement Activities

4. What's Next?

5. Q&A

Retail Access Modernization Project Overview

Retail Access Modernization Project Background

- Consolidated Edison Company of New York (CECONY), Orange & Rockland Utilities (ORU) and Rockland Electric (RECO) are conducting a **Retail Access Modernization Project (RAMP)** that will enhance the Company's legacy Retail Access systems.
- This project's aim is to modernize our legacy Retail Access Information System (RAIS) and the retail access components of the Transportation Customer Information System (TCIS) to address technical and functional limitations and pain points within the current systems.
- This project completed pre-implementation planning in Q4 2024 and commenced the formal project in Q3 2025.



What is changing...

- The Company's internal Retail Access Systems (RAIS and parts of TCIS)
- Optimize business processes and facilitate EDI transactions
- Updates to the EDI Supplemental Guidelines



What's not changing...

- EDI framework and protocols
- Processes for communicating with the Company on retail access business matters

Key Focus Areas and Approach



Phase I includes three releases of updated functionality throughout the project timeline, enabling the Company to deliver value sooner



Modernizes current systems to address business and Stakeholder needs and aligns to other key Company technology to enable future system upgrades



Phase II focuses on enhancing web platforms, reporting, self-service to address Stakeholder requirements

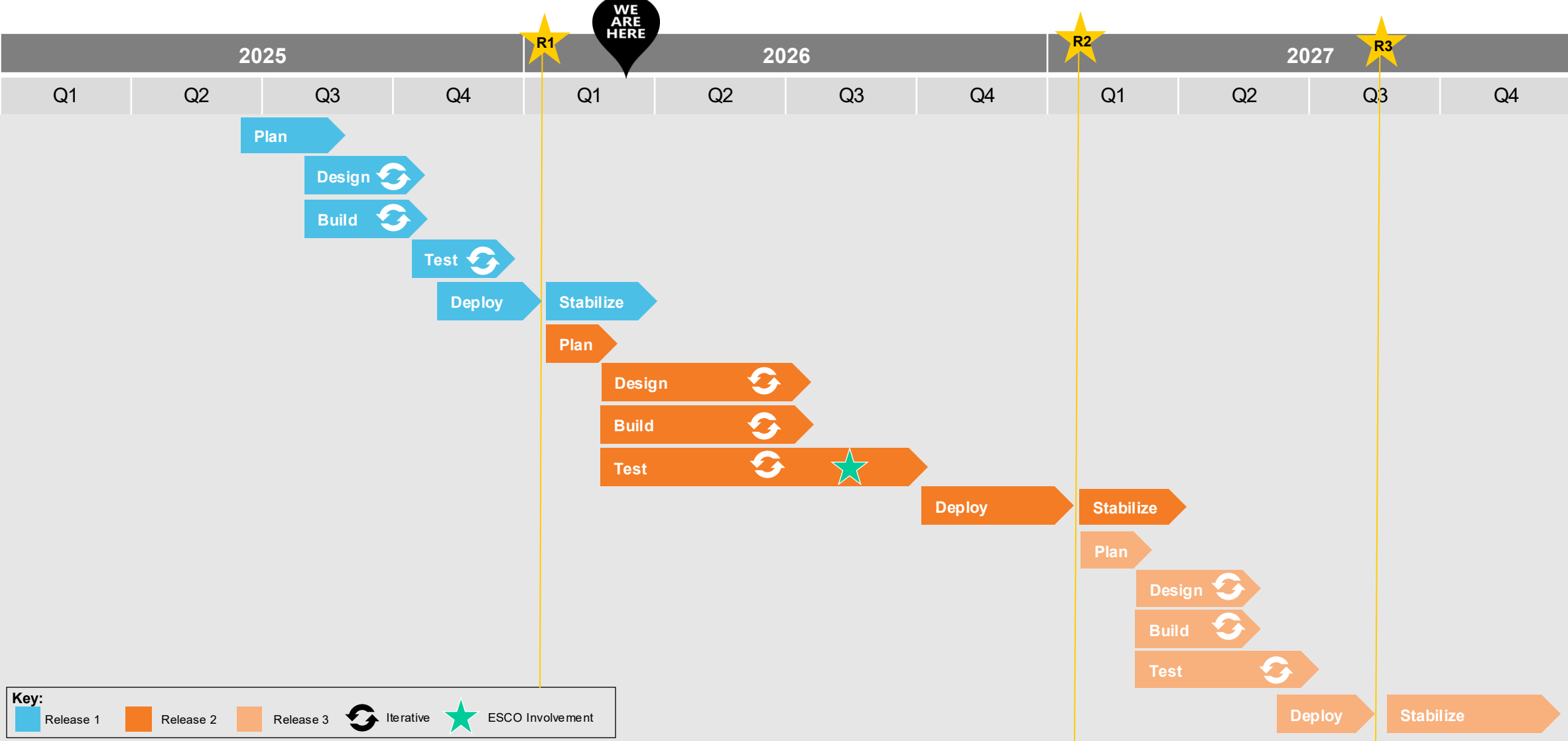


Dedicated team for Stakeholder engagement throughout all project phases, providing support following each release

Scope and Timeline



RAMP Phase I Timeline



Release Roadmap

We are here

Release 1

January 2026



4 requirements, focused on Quick Wins related to:

- Removal of billing dependency on enrollments, drops and bill option transactions
- Multi-month cancel / rebill pain points

Release 2

January 2027



24 requirements solving for 15 distinct Pain Points and focused around:

- Usage mismatches & processing failures
- Reconciliation of financial transactions (810, 820) between billing system and EDI translator (RDX)
- Enhance failure notifications to be more user-friendly

Release 3

August 2027



13 requirements solving for 10 distinct Pain Points and focused around:

- Automation opportunities
- Audit trail & reporting enhancements
- Improved visibility of transactions for ESCOs

Key Changes and Benefits for Release 2

Benefits	CECONY	ORU
Provide ESCOs a clearer distinction between original bills and rebills , allowing for easier identification.	✓	✓
Support clearer reconciliation of charges and adjustments by providing more precise categorization (new master codes).	✓	
Provide clearer visibility into when streetlight outage credits have been applied , improving transparency and reconciliation.		✓
Reduce rejections and rework , allowing ESCOs to submit requests without waiting for updated bills.		✓
Enhance the transfer of service process by enabling a seamless transition and reducing gaps in service during the transfer period.	✓	✓
Allow customers to be automatically reinstated through the 814 Reinstatement process, eliminating the need for the ESCO to submit a new enrollment request .	✓	✓

 As we move forward with Release 2, the RAMP team will communicate further details once they are confirmed.

What Does This Mean For You?



Company Next Steps

- Conduct additional working sessions to address technical details
- Continue discussions with the EDI Working Group
- Prepare updates to Company Supplemental Guidelines
- Submit a request to update the EDI Implementation Guidelines
- Share further information as it becomes available



Energy Service Company Partner Next Steps

- Begin planning for system updates to support upcoming changes ahead of testing and go-live readiness
- If you are interested in participating in testing efforts, please reach out to:
RAMPCommunications@coned.com
- A target timeline will be communicated as soon as more details are finalized

RAMP Testing Approach

What is SAT?

System Acceptance Testing (SAT) is the formal process used prior to project go-live to **confirm that a system is complete, aligned with business requirements, and ready for real-world use**. It confirms that required features, data, and integrations are included, key business workflows function as intended, and the system supports day-one operational needs. SAT serves as the **final confirmation step where the organization validates that the solution meets expectations**.



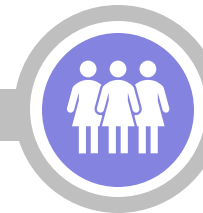
Timing

- Testing expected to begin in Q2 2026
- Information will be provided well ahead of the testing period



Activities

- Reviewing test cases
- Training on how to use testing environments
- Performing testing tasks in sandbox environment
- Documenting results of testing tasks



Key Contact

- If you are interested in participating in testing efforts, please reach out to:
RAMPCommunications@coned.com

Communications and Engagement



Sentiment Survey Results

The ESCO survey gathered Firm demographic information and captured sentiment around RAMP awareness, preferred engagement, and testing preferences.

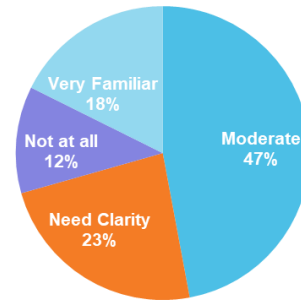
Key Themes

Most ESCOs are familiar with RAMP, but many would like more clarity on how the project will support day-to-day operations post go-live.

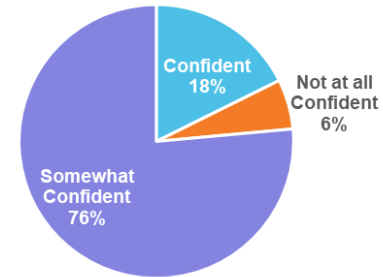
ESCOs prefer live meetings and interactive sessions but also expressed interest in multiple engagement formats such as demos and topic-specific workshops.

Supporting Data

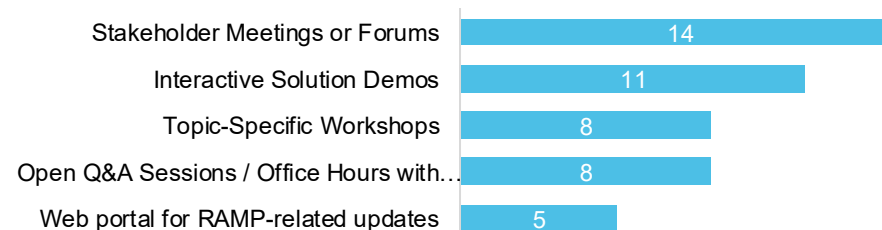
How familiar are you with the Retail Access Modernization Project (RAMP)?



How confident do you feel that RAMP will address the operational needs and day-to-day challenges of stakeholders once its fully implemented?



Preferred Engagement Method



What ESCOs Can Expect

RAMP Benefits

- Demos to show how RAMP solution will address pain points
- Throughout R2, communications will be sent to showcase the benefits

RAMP Engagement

- Stakeholder meetings will continue on a quarterly basis as a forum to share information
- New channels for distributing information will be introduced, such as web portals, emails, etc.

Dedicated Mailbox for RAMP Project Updates

Please look out for project updates and send any RAMP-related questions to the RAMP Communications Mailbox.



Project-Related Communications

All updates and inquiries will be managed through:

RAMPCommunications@coned.com



Please note: All general business inquiries should still be directed to normal email channels.
Con Edison: RetailAccess@coned.com **O&R:** RetailChoice@coned.com

Planned RAMP Engagement Activities



Quarterly Stakeholder Meetings

We will continue to host quarterly Stakeholder Meetings to provide project updates and share key information related to ESCOs.



Project-Related Engagement

Look out for project-related communications, interactive solution demonstrations and support opportunities from the newly launched RAMPCommunications mailbox.



Transformation Experience (TX)

We will be launching a web-portal available to external stakeholders to check in on project updates, review support materials, and stay engaged throughout the project. Stay tuned for more information!



ESCO / EDI Testing

In the coming months, we will reach out regarding testing for Release 2. Stay tuned for more information!

Transformation Experience Preview



What is the purpose of TX?

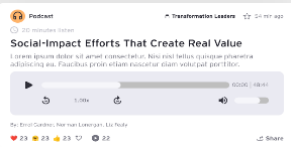
The **Transformation Experience (TX)** enhances stakeholder engagement with a platform that shares a clear vision for change and fosters collaboration.

For **RAMP**, it will be the main hub to house the materials needed to facilitate the transition for the upcoming releases. External stakeholders will have a **targeted site** to provide them with **unique experience that caters directly to you**.



How will we engage stakeholders with the TX?

Review Key Project Info



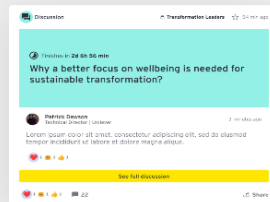
Review key project information, upcoming activities, meeting materials, etc.

Access Training Materials



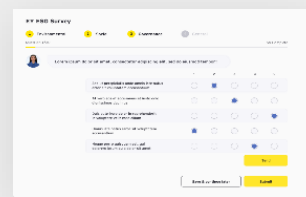
As any training materials become available, they will be stored in this site.

Ask Questions

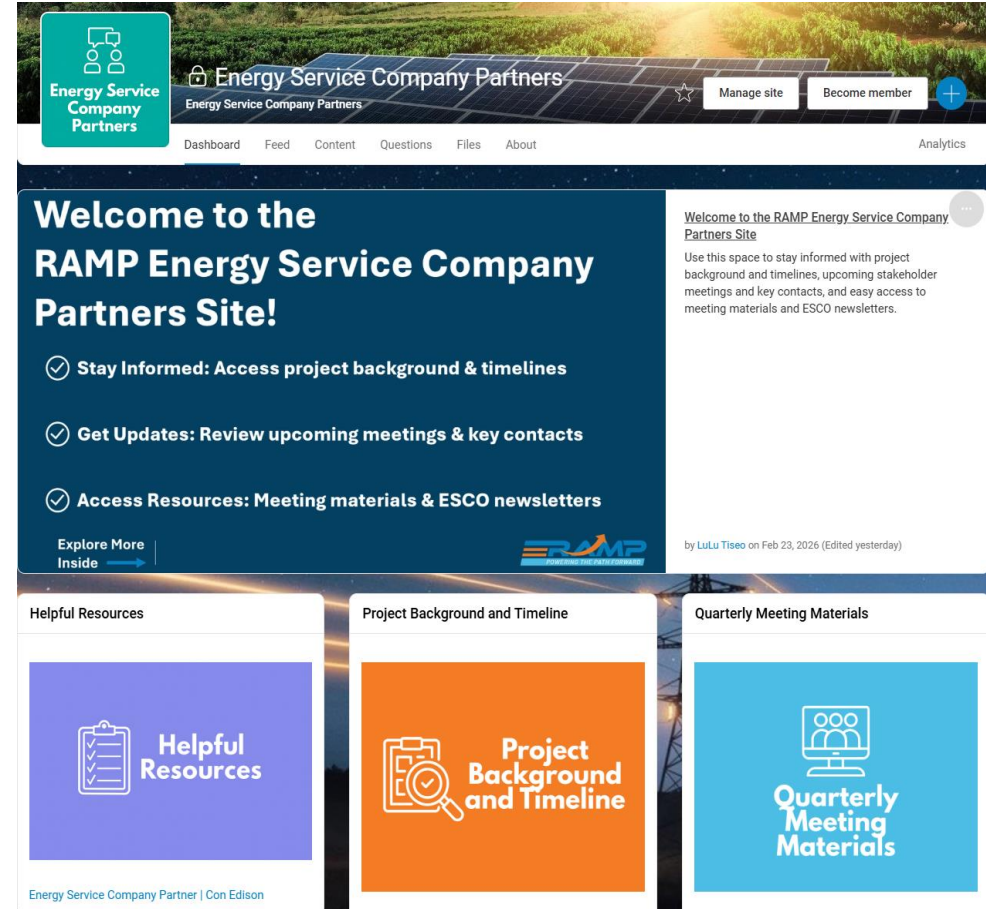


Opportunity to submit questions to the project team.

Respond to Surveys



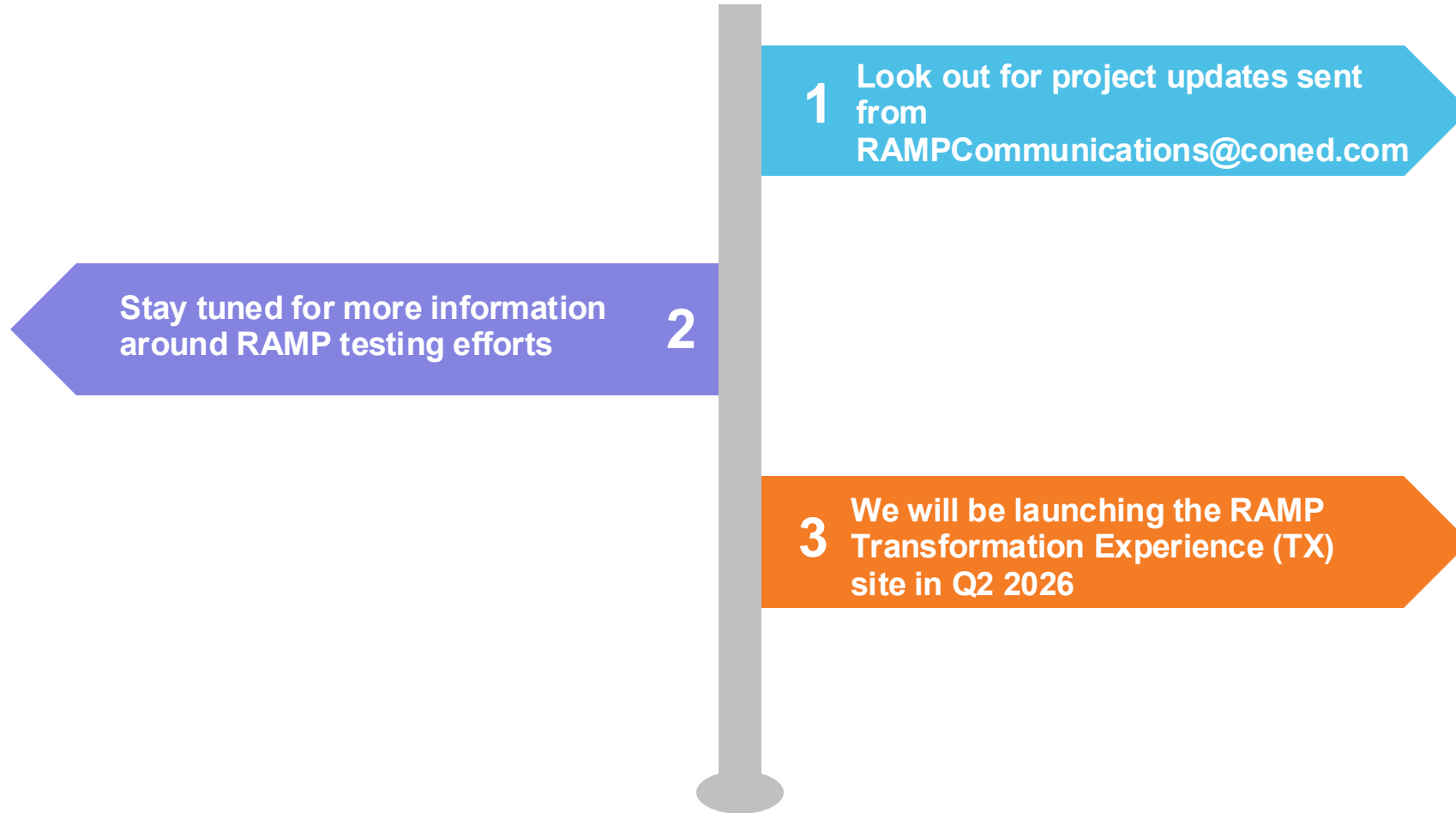
Leverage survey feature to continuously pulse check throughout the project.



What's Next?



Next Steps



Q & A

