

Electric CUBS Pricing Issue

A system error occurred from January 26, 2017 through February 7, 2017 affecting any electric CUBS accounts that had a price submitted during this period. The price that was submitted was changed to \$0.00 per kWh.

The prices have been corrected to what was submitted. If an account had a price submitted but was not billed between these dates, the account will be billed correctly.

If an account had a price submitted and was billed during this period, it will have to be adjusted. There are approximately 32,000 accounts that are affected that we are working on adjusting in an automated manner. We will be working to adjust the accounts as quickly as possible, but look to have them done before the next read date and so that the 810 will be generated in February, thereby not affecting POR.

An additional newsletter will be sent once the adjustments are complete. We apologize for the inconvenience.

If you have any responses, comments or questions, please forward them to RetailAccess@coned.com, unless otherwise noted.