



**Con Edison Orange and Rockland's
Oracle Customer Care & Billing (CC&B) Implementation
EDI Vendors & ESCO's**

September 13, 2021

Meeting Logistics

- Cameras, microphones and the chat have been disabled.
- Please compile all your questions related to this presentation into one email and send them to DL-COREEscoSupport@coned.com after the meeting.
- If you have any technical issues (cannot hear or see the presentations, etc.), please try to log in from another device.
- A copy of the presentation has been posted at the below web address:
<https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news>

Agenda

CIS Replacement Kick-off Meeting

Topic

Facilitator

1	CORE Project Team & High-Level Overview	Sue Twardy
2	High-level CORE Project Timeline	Sue Twardy
3	Change Overview	Gaffar Shaik
4	Next Steps	Sue Twardy

Introductions

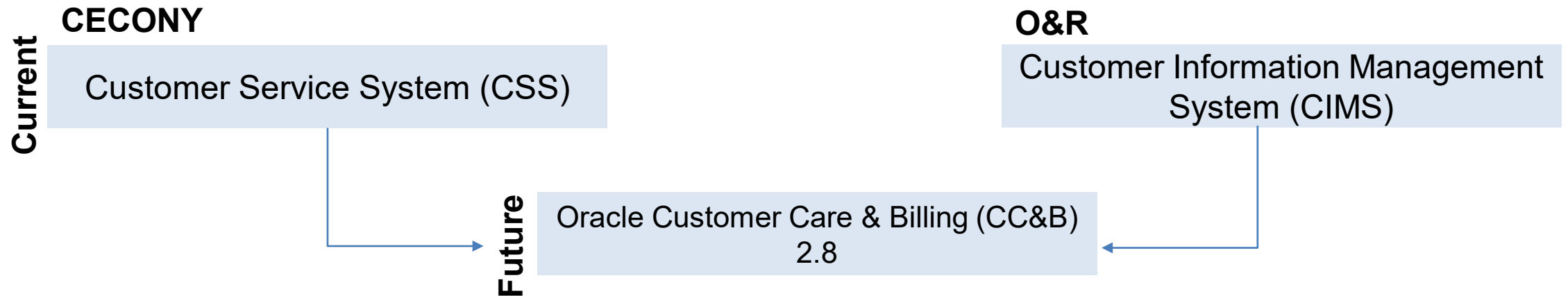
Below are the members of the CORE team who will be supporting with the switch in integrations.

Name	Role
Sue Twardy	Project Liaison
Jean Pauyo	ORU Business Analyst
Abby Heilemann	CECONY Business Analyst
Angel Alvarez	Functional Lead
Gaffar Shaik	Technical/Functional Lead
Abbas Tatari	Technical Lead

CORE Project

Con Edison Orange and Rockland Engagement

The **CECONY Customer Service System (CSS)** and the **O&R Customer Information Management System (CIMS)** currently support customer account, credit, collections and meter to bill functions. Both legacy platforms will be replaced with **Oracle Customer Care and Billing (CC&B)** as part of the CORE project.



High-level CORE Project Timeline

Go-Live May 2023



Change Considerations

1. The CC&B account number will be 11 digits for both customers and ESCO shell accounts. This new account number will be used for all EDI communications, displayed on the customer's bill and used for enrolling with ESCO's.
 - a) Customer account number - During the cut over period an 814C transaction will be sent for the customer account number change from legacy to the CC&B account number.
 - b) ESCO shell account number - The CC&B ESCO shell account number will be communicated thru email to respective marketers during cut-over period.
2. A 90-day grace period will be given to all ESCO EDI batch inbound transactions to use the legacy customer account number.
 - a) After the 90-day grace period, any transaction received thru EDI on legacy customer account numbers will be rejected back to ESCOs. This also applies to the ESCO shell accounts.
 - b) This 90-day period is not applicable for any external facing websites.
3. During the 90-day grace period, all the EDI outbound transactions (including response transactions to inbound) to ESCOs will be using CC&B 11 digit account number as key identifier. This also applies to the shell account numbers.

Change Considerations

4. ORU will align with CECONY in supporting the submission of tax rate via EDI. Tax-exempt percent will not be accepted.
5. ORU will align with CECONY in supporting the ESCO Portability/Seamless Move process.
6. Once CC&B goes live, there is no ATRA account number change process when a customer changes premises. As result of that, ESCO will not receive any 814C for account change due to ATRA.
7. CECONY and O&R Gas Interruptible accounts will be enrolled through EDI for both Dual and Rate Ready billing options.
8. For ORU Gas Transportation Marketers, invoices will not be sent via email, rather a notification will be sent to download the invoice from the TCIS website.
9. ORU Capacity Release program will have the ability to restrict Gas Transportation Marketers from over nominating; this will prevent the Marketers from nominating more than what they have been allocated.
10. Seasonally-off will no longer be offered to customers.

Next Steps

- Changes may need to be made on your end to be able to accept the new CC&B account number along with the other changes mentioned in this presentation
- A technical overview will be scheduled for 10/5/2021 from 9:00am – 10:00am EST
- If you are interested in being included of our System Integration Testing (SIT), please send an email to DL-COREEscoSupport@coned.com with the email subject as 'Testing Request', no later than November 1, 2021
 - All changes must be ready by the start of SIT which is 3/30/2022
 - SIT runs from 4/1/2022 through 6/30/2022

Thank you for your time, support & partnership!