CENTRAL HUDSON INDEPENDENT MONITOR ANALYSIS REPORT

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1 Executive summary

Following an interim agreement between the New York State Department of Public Services (DPS) and Central Hudson Gas & Electrics ("Central Hudson" or "Company"), PA Consulting was engaged to perform independent monitoring of software system and process improvements Central Hudson implemented to their SAP Customer Information System (CIS) to resolve issues encountered by customers following go-live of this system in September 2021. This monitor engagement was fully supported by Central Hudson, and PA appreciates Central Hudson's cooperation throughout this engagement in assisting with providing requested documentation, scheduling in-person and virtual interviews, and attending sessions to review and discuss findings.

Through its analysis, PA determined that Central Hudson has resolved critical billing issues identified from the investigation conducted by the Office of Investigations and Enforcement (OIE) and has reached a stable current state based on our analysis of defect resolutions mapped to the issues identified in the OIE report. However, PA has also found foundational strategic issues that pose significant risk to Central Hudson's ability to sustain this stable state in the event of initiating new transformational projects or if it is faced with unforeseen challenges, such as the sudden customer transfer from Columbia, in the future. It is PA's opinion that these foundational strategic recommendations should be implemented before future projects with clear intent to broaden and adapt project-level efforts into company-wide standards.

PA has provided both foundational strategic recommendations, as well as recommendations specific to each of PA's areas of analysis, which are key to Central Hudson avoiding similar pitfalls and ensuring continued longevity of stability. Below is a summary of both our foundational strategic recommendations and specific findings from each area of analysis:

Summary of Foundational Strategic Recommendations

I. Software Development Lifecycle (SDLC) Improvements

   a. Separation of Product Owner role from IT to support effective gathering, translation, and enforcement of business requirements to technical teams.

   b. Creation of a Development Design Authority to support effective standardization and enforcement of software development standards and procedures.

c. Creation of a Testing Center of Excellence to support effective standardization and enforcement of platform testing standards and practices.

II. Operational and Process-Related Improvements

a. Refinement of key business metrics and development of reporting dashboards to improve clarity and transparency of business goals.

b. Refinement of cross-team communication channels to improve transparency and efficiency of business and development operations.

Summary of Analysis Findings by Focus Area

I. *Analysis of Current Software Testing Practices and Framework* – Central Hudson's actions in platform testing post go-live sufficiently addressed critical billing defects. While Central Hudson does employ the software testing best practices expected based on IEEE standards, they have not, at present, consolidated their testing framework into a single set of documentation. This presents challenges in efficient transparency and traceability of testing processes.

II. *Analysis of billing, EDI, and Integration Defects* – Central Hudson has largely resolved critical defects identified in the OIE report. A small percentage of defects evaluated did not have the traceability required for quantitative verification, but qualitative analysis showed a successful resolution for these defects as well. While Central Hudson does employ most software development best practices expected based on IEEE standards, they have not, at present, consolidated their software development standards into a single set of documentation. This presents challenges in efficient transparency and traceability of software development processes.

III. *Analysis of Estimation Algorithm* – Upon implementation, Central Hudson aligned their estimation procedures in SAP with industry best practices. Since the SAP and associated algorithms worked as designed, it's implied that there was no fault in the configuration but understanding if the SAP system, or any customer information and billing system, can handle a bi-monthly meter read type of configuration successfully would have been beneficial. Since SAP go-live, Central Hudson implemented numerous corrective actions to reduce the number of estimation-related BPEMs being generated and/or not being resolved which have shown positive impact.

IV. *Analysis of estimation-related BPEM Cases* – Central Hudson's implementation of SAP configuration changes has shown improvement in the overall reduction of estimation-related BPEM cases (e.g., specific BPEM cases that led to customer complaints). As these configuration changes were finalized in early 2023, BPEM volumes should continue to be closely monitored to verify the continued reduction of estimation-related BPEMs and other associated long-term impacts.

V. *Analysis of Monthly Metering Strategy* – Central Hudson's piloted Monthly Metering Strategy is being implemented in accordance with typical industry best practices. As Central Hudson is still in the early stages of piloting and analyzing monthly metering, further analysis will need to be conducted at a later date to fully confirm effectiveness.

2 Introduction

2.1 Engagement background

After the transition from mainframe to SAP CIS (termed internally at Central Hudson as "Project Phoenix") on September 1, 2021, a portion of Central Hudson customers began to receive inaccurate and delayed bills which were, in part, the result of billing system issues with the newly implemented CIS system. A subsequent management and operations audit performed by Overland Consulting, as well as an investigation from the OIE, were conducted of Central Hudson pursuant to Public Service Law.[1]

At the time of Overland Consulting's release of their audit report in April 2023, Central Hudson claimed that Central Hudson had resolved critical billing system issues proven by continued progress towards key business and system performance metrics.[2] To assure DPS, Central Hudson, and the community at-large that these issues have been resolved, DPS and Central Hudson mutually agreed that an independent monitor engagement would be beneficial. Through evaluation by DPS Staff, PA Consulting was selected to perform this independent monitor.

2.2 SAP implementation background

Central Hudson's expressed reasoning for their CIS transition was largely to accommodate proper handling of complex billing scenarios, such as Community Distributed Generation (CDG), Energy Supply Company purchasing (ESCO) and net metering of customer generated

electricity, as well as better-engaging customers, through a transition from their legacy on-premise CIS to a customer-based system. After receiving approval from the Public Service Commission (PSC) in June 2018 to perform this upgrade, Central Hudson continued to revise their approach and analyze options for system replacement before selecting SAP as their chosen solution in September 2019.[2]

Central Hudson sought a System Integrator (SI) to assist with the implementation of SAP CIS as well as post-implementation support. Central Hudson selected Ernst & Young (EY) to fulfil this role in January 2020. Central Hudson's engagement with EY extended through go-live and formally ended on March 31, 2023. Starting on December 1, 2021, Central Hudson also engaged with a separate subcontractor as subject matter experts to provide SAP and ISU support to "help resolve the core challenges in the business process and SAP solution with regard to the prioritized customer related issues."(DR-0051 Subcontractor statements of Work Attachments 1 & 2 CONFIDENTIAL) Central Hudson engaged with this subcontractor to provide assistance with BPEM optimization from February 1, 2023 through July 31, 2023 and this engagement evolved to the subcontractor assisting Central Hudson with general SAP Business Solution Optimization services from June 1, 2023 to January 31, 2024. Central Hudson has expressed an interest in continuing to work with the subcontractor past the current contract expiration date based on their performance of services thus far.[3]

2.3 Scope of analysis

The scope of PA's work in this Independent Monitor engagement was comprised of five (5) tasks to evaluate both the efficacy of corrective actions performed by Central Hudson to their implementation of SAP CIS as well as the overall sustainability of Central Hudson's billing practices and operations as of the publication of this report:

- **Task 1:** Review and analyze current software testing practices and framework
- **Task 2:** Review and analyze billing, FCS, and EDI integration issues
- **Task 3:** Review and analyze Central Hudson's estimation process including the algorithm, its usage, and impact for implementing SAP CIS
- **Task 4:** Perform current state evaluation and conduct root cause analysis for BPEMs

- **Task 5:** Review and analyze the impact of Central Hudson's planned monthly metering implementation strategy

PA Consulting evaluated Central Hudson's performance in the above areas against both software development standards outlined in ISO / IEC / IEEE 12207:2017 and utility industry best practices. Analysis methodologies, evaluation criteria, and recommendations for improvement specific to the above areas of focus are detailed in the corresponding sections.

2.4 Organization of this report

The information presented in this report is organized in the following manner:

- **Section III** discusses overarching strategic recommendations which Central Hudson must follow to ensure the full realization of benefits from the specific recommendations presented in following sections
- **Section IV (Task 1)** discusses Central Hudson's software testing practices, their relevance to the SAP billing defects identified in the OIE report, and presents recommendations for process improvement
- **Section V (Task 2)** discusses the efficacy of Central Hudson's remediations to billing, FCS and EDI integration issues identified in the OIE report, in addition to Central Hudson's general software development practices, and presents recommendations for process improvement
- **Section VI (Task 3)** discusses Central Hudson's estimation algorithm and its relevance to the SAP billing defects identified in the OIE report
- **Section VII (Task 4)** discusses a root cause analysis of Central Hudson's high level of BPEMs during implementation of SAP CIS, Central Hudson's remediation efforts since go-live, and the overall sustainability of Central Hudson's process for resolving BPEMs at the time of report publication
- **Section VIII (Task 5)** discusses the impact and efficacy of Central Hudson's monthly metering strategy

3 Foundational strategic recommendations

3.1 Purpose and importance

PA has identified three foundational strategic recommendations that are critical to ensuring the long-term sustainability of Central Hudson's software development efforts. It is PA's opinion that:

- These foundational strategic recommendations should be implemented before future projects with clear intent to broaden and adapt project-level efforts into company-wide standards.
- If Central Hudson does not implement these strategic recommendations, the Company will remain vulnerable to similar pitfalls and risk continued longevity of stability in the event of initiating new projects or if it is faced with unforeseen challenges, such as the sudden customer transfer from Columbia, in the future.
- If Central Hudson does not implement these strategic recommendations, the benefits of implementing the specific recommendations identified in the following sections cannot be fully realized.

3.2 Software Development Lifecycle (SDLC) improvements

Upon review of Central Hudson's software development procedures, PA found that, while certain components of the IEEE Software Development Lifecycle (SDLC) standards were present, PA recommends that Central Hudson implement, at a minimum, the following standards in consecutive sequence:

1. **Separation of Product Owner (PO) role from IT teams** – Central Hudson currently employs a "Tower" structure in which senior members of IT teams ("Tower Leads") are responsible for gathering / defining business requirements in addition to performing IT duties. As IT and PO roles are inherently separate and meant to complement each other, Central Hudson's current structure poses the following risks:
    - Business needs and requirements are not understood or well-defined resulting in systems that are not fit for purpose

- A lack of separation of concerns between those responsible for defining and prioritizing business needs and those responsible for implementing functionality that satisfies them
- Lack of a central role to aggregate and communicate business requirements

To mitigate these risks, PA recommends that Central Hudson implement the following:

- Creation of a business PO role responsible for both defining business requirements through internal stakeholder interaction and communication of these requirements to IT Tower Leads
- Creation of a centralized requirements repository made available to all stakeholders

2. **Creation of a Development Design Authority** – while some disparate documentation for Central Hudson's current software development processes exists, there is no cohesive guiding documented standard for developers. This poses the following risks:
    - Lack of clarity regarding general development standards and procedures
    - Lack of clarity regarding potential impact on system components when implementing updates or new components
    - Difficulty onboarding new members of IT teams

    To mitigate these risks, PA recommends that Central Hudson implement the following:
    - Implementation of an Enterprise Architect role responsible for the definition of standards and development of reference architecture across all systems
    - Designation of a Senior Solution Architect responsible for project-level communication of solution architecture needs and goals
    - Creation of a Development Design Authority consisting of the Enterprise Architect, the Senior Solution Architect, and a designated senior developer who are collectively responsible for creating and maintaining Central Hudson's cohesive development standards and practices

3. **Implement cohesive, standardized, and centralized testing standards and practices** – while documentation for Central Hudson's current software testing processes exists, there is no cohesive guiding documented standard for testing teams. This poses the following risks:
    - That requirements are implemented incorrectly or incompletely
    - The introduction of and inefficient resolution of system defects
    - Difficulty onboarding new members of Testing Teams

    To mitigate these risks, PA recommends that Central Hudson implement the following:
    - Cohesive, standardized, and centralized testing standards and practices
    - Implement requirements and testing traceability standards and practices such as, but not limited to, a cohesive, standardized, and centralized Requirements Traceability Matrix (or Matrices)

3.3 Operational and process-related improvements

1. **Utilize more tailored, direct metrics measuring specific aspects of performance improvements related to billing** – while Central Hudson has core metrics (five key external facing metrics) that are tracked and reported to external stakeholders, these are broad in describing various aspects of performance that provide the customer and / or internal operations with a limited view of overall performance. This poses the following risks:
    - Potential negative customer sentiment due to limited visibility into utility performance specifically related to billing concerns post-SAP implementation
    - Lack of clarity regarding the specific elements of performance improvement initiatives
    - Lack of visibility into underlying issues that could create a future problem if not resolved

To mitigate these risks, PA recommends that Central Hudson implement the following:

- Developing and/or publishing a scorecard/dashboard on internal, more detailed metrics that better align with the specific elements of Central Hudson's performance improvement efforts
- Provide this information to customers and key stakeholders to improve sentiment and increase buy-in for future initiatives and programs
- Establish regular cadence meetings with senior leaders within Central Hudson (including those outside of IT and Customer Operations) to closely monitor these more specific, tailored metrics to understand individual and collective performance.

2. **Improve collaboration within operational improvement teams and the teams that are impacted** – Central Hudson has worked with various internal and external technical experts in an effort to improve performance post SAP implementation. While these experts provided solutions and a roadmap for implementation, the documentation provided for these solutions did not indicate the expected level of involvement of the impacted operational groups. This poses the following risks:
   - Lack of clarity between the solution developers and integrators
   - Potential future issues from third parties developing solutions without a full understanding of Central Hudson-specific operations, processes, customers, etc.

   To mitigate these risks, PA recommends that Central Hudson implement the following:
   - Establish working groups when conducting solution development that include stakeholders from the impacted operational group
   - Add necessary change management elements when implementing solutions to ensure immediate effectiveness

4 Analysis of Public Forum Transcripts

During this engagement, several public forums were held to give residents in Central Hudson's operating territory the opportunity to comment on Central Hudson's upcoming rate case. During these forums, many participants voiced complaints related to the scope of this engagement.

DPS provided both PA and Central Hudson copies of transcripts from these events, and PA collaborated with Central Hudson to perform an analysis of specific complaints which were directly related to the issues raised in the OIE report.

From analysis of the transcripts provided, 112 complaints from the Poughkeepsie, Catskill, Newburgh, and Kingston forums were identified for further analysis from Central Hudson. Central Hudson evaluated billing records, customer service reports, and other relevant customer metrics to determine whether specific complaints had been resolved. This collective analysis concluded the following:

- **60.7%** of complaints were investigated by Central Hudson and were ultimately found to be untraceable. This percentage included forum participants who fit the following criteria:
    - Did not provide enough specific detail about their issue to locate meaningful information.
    - No customer billing account could be found under the name provided.
    - Were representatives or other public figures who were speaking generally about constituent issues.
- **33.9%** of complaints have been resolved by Central Hudson.
- **5.4%** of complaints are unresolved:
    - 3.6% represent customers who have an open PSC case which is pending resolution.
    - 1.8% represent two (2) open complaints with Central Hudson which the company has identified are being actively worked on to reach a resolution.

A summary of results is included is included below in Table 1, and detailed evaluation of the transcripts can be found in Attachment 1: Public Forum Transcript Analysis CONFIDENTIAL.

In-Person Hearings								
			Poughkeepsie	Newburgh	Kingston	Catskill	Total	
Total Speakers			25	29	41	17	112	
Comments not about specific billing issue			5	15	15	6	41	**36.6%**
Customers identifying billing issue								
	PSC Case Open	Open	2	1	-	1	4	**3.6%**
	PSC Case Resolved/Closed	Resolved	2	1	9	3	15	**13.4%**
	No PSC Case but customer has reported issue to Company	Open	-	-	1	1	2	**1.8%**
		Resolved	6	5	6	6	23	**20.5%**
	No PSC Case and Customer has not reported issue to Company		1	2	-	-	3	**2.7%**
	Cannot locate account with name		7	2	5	-	14	**12.5%**
	N/A - general claims/claims on behalf of unnamed constituents		2	3	5	-	10	**8.9%**
Totals			**25**	**29**	**41**	**17**	**112**	**100.0%**

Table 1. *Results of public forum transcript analysis.*

5 Analysis of current software testing practices and framework

5.1 Summary of findings

Based on the IEEE 829-2008 standard and other industry best practices, the Task 1 workstream of the Independent Monitor Analysis conducted an evaluation of Central Hudson's current test plan, test case design, and traceability between testing components for post-go live SAP billing system hypercare and ongoing supportive maintenance.

Overall efforts since go-live have reduced the number of open defects significantly. Through its evaluation, PA has found the following deficiencies with respect to post-go live hypercare and ongoing maintenance support:

- Although plans had been implemented for specific test cases, PA found that Central Hudson did not have a cohesive, standardized test plan in place for post go-live SAP billing system hypercare and ongoing maintenance
- Testing activity documentation is not standardized across JIRA

- The Requirements Traceability Matrix (RTM) and JIRA testing documentation provided by Central Hudson demonstrated incomplete traceability between requirements, test cases, and defects, impeding the assessment of whether documented test cases and defects are sufficient in satisfying requirements for the SAP billing system[4] . While the findings from Task 1 make it insufficient to evaluate traceability based on testing framework and documentation, Task 2 reviewed open and closed defects, evaluating the effectiveness of defect management without traceability.
- Post go-live testing was not sufficiently supported with document versioning, up to date documentation of testing, and supporting stakeholder training documentation

Given the lack of a cohesive, standardized test plan for post go-live SAP billing system testing, we reviewed a test plan and documentation for the Dunning project to understand Central Hudson's ability to form and implement a concrete test plan. In contrast to the current state of the SAP billing implementation project, the Dunning project exhibited expected testing capabilities, including adequate test plans and sufficient traceability, indicating that the expected testing documentation and processes are used for the Dunning project at Central Hudson.[7]

The following list of corrective actions are recommended for any future modifications or IT rollouts by Central Hudson. These recommendations align with the IEEE 829-2008 standard and other industry best practices, including:

- Establishing a Testing Center of Excellence that will help improve and standardize software testing processes, methodologies, tools, and resources, enhancing the overall quality of software products and ensuring that testing activities align with business objectives
- Creating a comprehensive test plan encompassing testing objectives, scope, approach, schedule, resourcing, and defect management for post go-live SAP billing system hypercare.
- Establishing complete traceability between requirements, test cases, and defects by ensuring they are linked to each other on JIRA and their relationships are documented in the Requirements Traceability Matrix (RTM), a tool used to trace between all testing components. While it is not too late to set up traceability between testing components, it is important to implement to ensure a foundation is created for future organizational and technical changes.

- Documenting testing processes, establishing versioning of the RTM when changes are made, and creating training documentation for relevant stakeholders

5.2 Introduction

The objective of Task 1 was to review Central Hudson's current testing plan, test cases, and overall traceability to assess whether the existing processes adequately test that SAP billing system requirements have been satisfied. During initial meetings with Central Hudson and the DPS, it was confirmed that the review PA Consulting would undergo was prospective, and if an analysis of pre-go live actions was necessary to determine if current practices were in line with industry standards, PA would investigate further. After initial review however, PA found it was most insightful to review testing documentation relevant to the ongoing post go-live SAP billing hypercare and ongoing maintenance given its greater relevancy to the defects outlined in the OIE report.

When engaging with Central Hudson stakeholders and reviewing testing documentation that included a Requirements Traceability Matrix (RTM), and JIRA tickets, it became apparent that there was limited mechanism to trace between requirements and their associated test cases and defects, making it difficult to ascertain whether requirements were being adequately implemented by test cases and defects. Additionally, Central Hudson currently lacks an active and standardized test plan for ongoing post go-live SAP billing system hypercare. While Task 1 is looking at testing framework and documentation, Task 2 conducted a review of open and closed defects to evaluate defect management and resolution.

As a result, Task 1 focused on reviewing documentation and providing recommendations for creating a test plan and implementing complete traceability but was not able to analyze whether test cases adequately covered requirements and defects. In addition, due to the lack of an active test plan for post go-live SAP billing system hypercare, a test plan for the active Dunning project was reviewed in order to get an understanding of Central Hudson’s overall testing capabilities.

The evaluation of the testing documentation was conducted in accordance with IEEE testing standards. IEEE standards provide a framework that emphasizes quality, consistency, and best practices in testing processes. Adhering to these standards can contribute to the development of reliable and effective software systems while fostering collaboration and interoperability within an organization. For Task 1, testing documentation was evaluated against the IEEE-829-2008 standard and other industry best practices. Documentation provided by Central Hudson

included test plan templates, test plan documentation from the Dunning project, Requirements Traceability Matrix used for the SAP billing system prior to go-live, JIRA test cases and defects relevant to the OIE report. Interviews with Central Hudson stakeholders were scheduled on an as needed basis.

The following sections contain detailed findings and recommendations on the traceability between testing components, test cases, and test planning. Each section includes information on why that component is important in hypercare testing, Central Hudson's current state, the risks that may arise if not implemented, and best practice recommendations against IEEE standards.

5.3 Requirements Traceability Matrix (RTM)

Traceability in testing refers to establishing and documenting relationships between testing components, such as requirements, test cases, and defects, to ensure transparency and accountability throughout testing. Traceability is a critical aspect of testing and quality assurance, providing a systematic way to track and verify the relationship between different testing components throughout all aspects of a project lifecycle.

Traceability provides the following benefits:

- **Validation of requirements:** Establishing traceability allows stakeholders to verify that all test cases and defects are linked to a requirement(s) and that each requirement is adequately satisfied by test cases
- **Faster defect management and resolution:** Traceability helps stakeholders to quickly identify requirements and test cases associated with a defect, accelerating the defect management process
- **Impact analysis:** Traceability aids in impact analysis by showing the relationship between different testing elements. This allows stakeholders to assess impact of changes and plan accordingly.
- **Continuous improvement:** Stakeholders can analyze the relationships between testing components and identify areas of enhancement that will continue to improve the system

Maintaining traceability between testing components is also important during hypercare to ensure that ongoing testing efforts are satisfying requirements and that defects are easily identified, managed, and resolved.

The Requirements Traceability Matrix (RTM) is a document that acts as a bridge between the creation of initial requirements and their implementation. It provides a clear traceability path between requirements, test cases, and defects, linking them so that stakeholders can assess that there is sufficient coverage of test cases across requirements, ensuring that each requirement is adequately tested during the testing process. Additionally, the RTM enhances communication among stakeholders, facilitating a shared understanding of how requirements should be implemented.

Central Hudson is currently in the process of post go-live hypercare of the SAP billing system, and an RTM is still essential to maintain and keep up to date, ensuring that implementation aligns with initially defined requirements. It is also important that the RTM is used to get alignment amongst stakeholders on resolving identified post-implementation challenges, and feedback is continuously provided to improve the system during ongoing maintenance.

As mentioned in earlier sections, documentation used prior to SAP billing system go-live is considered out of scope, except for the RTM. This is because requirements and test cases have not changed since SAP billing system go-live and are still used in post go-live hypercare testing.

This section goes into the analysis of the RTM provided by Central Hudson [1]. There are three sections –RTM Structure, Versioning and Change Control, and Training and Usability. Each section contains information introducing the aspect, the current state of Central Hudson and key gaps, risks, and recommendations to bridge the gaps based on the IEEE standard.

5.3.1 RTM structure

This section provides insight into the structure of the RTM provided by Central Hudson, how information is captured in the RTM document, and the facilitation of linkages between requirements, test cases, and defects in the RTM document.

5.3.1.1 Inclusion of an objective in the RTM

Introduction

A stated objective is important when developing an RTM to provide purpose and direction for creation and use of the RTM during all phases of the project lifecycle. Having a stated objective in the RTM ensures that the RTM is in alignment with the goals of Central Hudson, is used to identify and prioritize critical requirements, and identifies key measures of success.

Central Hudson current state

In the Central Hudson RTM, there is no objective that states the goal of using the RTM. JIRA does not contain any relevant information related to the objective of the RTM.

Risks

The lack of a stated objective that contains information on the intended use of the RTM can lead to confusion and uncertainty about what is being traced and how that relates to the overall strategy of Central Hudson.

Best Practices

A clear objective included in the Requirements Traceability Matrix should articulate the purpose, goals, scope, and intended outcomes of the requirement traceability effort. Goals should include information around:

- **Traceability verification:** How the RTM will verify that each requirement is traced from initial specifications to implementation
- **Risk mitigation:** How the RTM will be utilized to identify and mitigate risks that may arise due to incomplete or incorrect traceability of requirements
- **Communication and collaboration:** How the RTM will be used and shared amongst stakeholders
- **Audit and compliance:** How the RTM will be used as a reliable document for auditing purposes and compliance with industry standards

5.3.1.2 Unique Identifiers

Introduction

Unique identifiers for requirements, test cases, and defects are important when creating a Requirements Traceability Matrix. Unique identifiers provide a mechanism to reference and distinguish testing components, i.e., requirements, test cases, and defects from each other. This way, each component can be identified, reducing the risk of confusion or misinterpretation of testing components.

Central Hudson Current State

In the RTM provided by Central Hudson, all individual testing components (requirements, test cases, and defects) are represented by a unique identifier which is used throughout the

document to refer to that component. Requirements are represented by a requirement ID which is in the format XXXX where X refers to a whole number. Additionally, each requirement contains a functional ID that is a unique identifier used to map it to a business process. Individual test cases are represented by a test case ID in the format PP-XXXX or PP-XXXXX where X refers to a whole number. Defects that result from a test case are represented by a defect ID in the format PP-XXXX or PP-XXXXX where X refers to a whole number. Test case ID and defect ID follow the format prescribed in JIRA.

Central Hudson has all the unique identifiers in place for ease of use of the RTM. In the RTM used during Project Phoenix prior to go-live, only requirements and test cases are represented, excluding defect information.

Risks

Without unique identifiers, it can be hard to distinguish similar or related components and can potentially lead to mistakes in design, implementation, and testing. Currently, testing is conducted manually but if automation tools are introduced to testing in the future, unique identifiers allow ease of integration of those tools into the process.

Recommendations

In addition to the unique identifiers that have already been implemented, our recommendation would be to include the defects, including their defect ID and information about defect management in the RTM to ensure better traceability. While this information was not included during go-live, this has been addressed in iterations of the RTM used on another project, specifically the Dunning RTM provided by Central Hudson via DR-0065 Attachment 4 Dunning Test Cases CONFIDENTIAL.[5]

5.3.1.3 Traceability in the RTM and JIRA

Traceability of testing components

As mentioned at the beginning of section 3, traceability is important to understand the relationship between requirements, test cases, and defects. IEEE standards recommend that traceability is bi-directional, i.e., requirements are linked to test cases and defects and vice versa. Bi-directional traceability is essential for ensuring the completeness, integrity, and quality of implementation and hypercare of software systems. Bi-directional traceability between requirements, test cases, and defects ensures that there is adequate coverage and that each requirement has been tested and validated. Having bi-directional traceability also makes it

easier to assess change impact on the requirement and associated artifacts if changes are made, ensuring a smooth change management process. Without bi-directional traceability, some requirements might not have a pathway to testing, leading to incomplete testing processes, inefficient change management, and non-compliance with regulatory standards.

Central Hudson current state

In the Central Hudson RTM, the requirements, test cases, and defects can be partially traced in one direction, specifically between test cases and defects on JIRA. Test cases are linked to defects one way, but defects contain no information on the test case it is linked to. Based on interviews with relevant stakeholders from Central Hudson, any requirements or test cases that were updated post go-live cannot be traced accurately as the RTM was not updated in the RTM post go live. Some test cases are also not linked to requirements in the RTM and dependencies between certain requirements or test cases are not clearly noted in either the RTM or JIRA. This indicates that current traceability is incomplete. For requirements and test cases updated prior to SAP billing system go-live, requirements are linked to test cases present in JIRA through the RTM, but the created test cases contain no information on what requirement is being satisfied through the test case.

Risks

The ability for an RTM to trace between requirements, test cases, and defects bi-directionally is crucial for ensuring all requirements are covered. The lack of complete traceability opens Central Hudson to risks, namely:

- **Incomplete verification and validation of requirements:** If RTM components are not traceable bi-directionally, that can result in incomplete coverage of requirements and poor implementation.
- **Poor impact analysis management:** Inability to conduct effective impact analysis management can result in mismanagement of changes leading to time going into re-work and implementation challenges
- **Reduced transparency:** Project stakeholders may lack a comprehensive understanding of the mapping of the RTM components making it challenging to understand progress and alignment with program or organizational objectives
- **Limited change control:** Bi-directional traceability supports effective change control by helping members understand the implications of changes on current requirements.

Without complete visibility into the implications of changes, errors and inconsistencies can be introduced into change management and the overall testing process.

Task 1 reviewed testing and traceability frameworks and documentation, Task 2 reviewed open and closed defects. While it is not too late for Central Hudson to set up traceability across their testing components, implementing them will avoid the risks mentioned above and set them up for future organizational and technical changes.

Recommendations

Our recommendation is to ensure that when updating the RTM, the requirements are connected to the test cases created in JIRA and that the test cases contain information about the requirements that they're satisfying, including details about the requirement like the requirement ID and the business process it is mapped to through the functional ID to ensure that there is a linkage between the requirements and test cases. Additionally, the test cases contain a link to the defects in JIRA but since the defect does not contain information about the test case it is linked to, we would recommend including information about the test case the defect is linked to including the test case ID to ensure a bi-directional linkage. Including the defects side by side in the RTM will also help with clear traceability between the requirements, test cases, and defects. Noting the dependencies between certain requirements, test cases, and defects are also important for traceability. This has been done on another project as seen in the RTM used for the Dunning project, so we recommend that it is implemented for defects that arise related to ongoing maintenance.

5.3.2 Versioning and change control

Introduction

Versioning and change control are crucial aspects of managing an RTM. Versioning ensures the integrity of the document, providing a documented history of changes and allows stakeholders to track changes made in the RTM over time and the rationale behind the change. For auditory purposes, versioning provides a documented trail of how the requirements have been managed and ensures that the project team can account for all changes made to the RTM during all aspects of the project lifecycle.

Central Hudson current state

From what we have gathered from stakeholder interviews and the RTM itself, there is some mode of version control that is used in managing the RTM. Versioning control capabilities are embedded into a SharePoint site from which versioning is managed. Prior to go live, a RAID

(Risks, Assumptions, Issues, and Dependencies) log was also utilized to track any changes made but was not kept up with post go-live. Changes have not been made to requirements so analysis cannot be made on quality of change control of the RTM. As mentioned in previous sections, Task 1 reviewed testing and traceability frameworks and documentation that Central Hudson had, Task 2 reviewed open and closed defects to evaluate defect management and resolution.

Recommendations

Based on our findings, we recommend that the RTM used prior to go-live is brought back into use and updated to reflect Central Hudson current state. Additionally, changes made between the two versions of the RTM are documented and version numbers are included on both documents, adding any additional introductory information relevant to the RTM. We recommend using the SharePoint functionality that enables version control to track versioning outside the document.

A formal requirement review process should be implemented, comprising of various stakeholders including the testing lead, IT lead, and respective tower leads to review existing requirements and test cases and determine if additional changes to the requirements, test cases, and/or overall structure of the RTM are necessary.

5.3.3 Training and usability

Introduction

A user-friendly RTM interface supported by documented training ensures that individuals regardless of their roles, can easily access and understand the information presented in the matrix. This is important because the RTM is meant to be used as a collaborative tool and its usability will affect its ability for stakeholders to engage with the tool and maintain it as a comprehensive tool accurately documenting the traceability between components. To facilitate a user-friendly RTM experience, there are a couple of things to consider. A clear design of the RTM includes information on the requirements, test cases, and their defects side by side with differentiated labels and headings for ease of navigation through the document. Extending this to JIRA, information reflected against components in the RTM must be the same as JIRA to maintain accurate traceability. Unique identifiers assigned to components must be consistently used throughout the document and JIRA.

Providing supplemental training on using the RTM and execution of test cases will ensure that requirements are adequately covered by appropriate test cases, testing is conducted efficiently and is consistently documented.

Central Hudson current state

The RTM provided by Central Hudson includes information on the requirements and test cases but does not include information on associated defects. In the Dunning RTM we reviewed, information about defects is also included. Task 1 was responsible for reviewing testing and traceability frameworks and documentation, Task 2 evaluated open and closed defects to evaluate defect management and resolution.

As mentioned in previous sections, during interviews with stakeholders, it was concluded that the RTM used prior to go-live of the SAP billing system was not kept up post go-live and hence training on using the RTM has not been provided. During SAP billing system go-live, 1-2 stakeholders utilized the RTM and made updates based on input from other stakeholders. The RTM document itself does not contain any information on navigating through the document.

From the documentation we received from Central Hudson, there is no current training material available to train individuals on designing and executing test cases. The only training material that exists is from prior to go-live and has been deemed out of scope, except for page 18[4].

Risks

The lack of a collaborative culture when tracing testing components can be detrimental to the overall testing process and can potentially open Central Hudson to a couple risks:

- **Inaccurate and incomplete traceability**: Poor usability and inefficient training can affect the maintenance and update of the RTM which can lead to a breakdown of the traceability between all components. This will introduce errors and inconsistencies throughout the project, making it difficult to assess the impact of any changes made to testing components down the line.
- **Communication breakdown among stakeholders:** If stakeholders are on different familiarity levels when it comes to the traceability, communication challenges and misinterpretations on the direction of the project can arise.
- **Decreased visibility and accountability:** A poorly designed RTM can lead to decreased visibility and accountability, making it challenging to track progress and address issues promptly as they come up.

Recommendations

We recommend that the RTM used prior to go-live is brought back into use and updated to reflect the current state of Central Hudson to align with post go-live SAP billing system hypercare. Additionally, we recommend that information about defects is included side by side with requirements and test cases, ensuring that related information is grouped together. Additionally, the RTM should be utilized and reviewed by stakeholders representing different parts of Central Hudson, ensuring that the design and use of the RTM is efficient for everyone. Training documentation on utilizing the RTM and its linkage to test case execution and defect management must be documented and accessible to all involved stakeholders.

5.4 Test case design

This section goes into the analysis of the design of test cases identified in the RTM and documented in JIRA. There are three sections – Test Case Unique Identifiers and Traceability, Test Case Summary Documentation, and Test Execution Documentation. Each section contains information about what information is expected, the current state of Central Hudson and key gaps, impact of the gaps, and recommendations to bridge the gap according to the IEEE 829-2008 standard and other industry best practices. Designing effective test cases is a crucial aspect to the testing process. Test cases that include information required to execute the test case, verification of the test results, and overall testing objectives summary and test execution documentation help in identifying defects easily and contribute to the overall testing effort.

5.4.1 Test case unique identifiers and traceability

Introduction

Assigning a unique identifier to each test case is important for several reasons when it comes to test case design. A unique identifier for a test case allows for easy identification and referencing of each test case and provides an unambiguous way to search for a particular test case through relevant tools and documentation. Unique identifiers also facilitate better tracking of test cases and their progress. When automated testing is introduced to increase the efficiency of testing, unique identifiers help link test cases to test scripts allowing for automation of test cases. Traceability is also another important aspect of testing that unique identifiers support. Test cases with unique identifiers can be easily linked to requirements and corresponding defects, ensuring that test cases are linked to other testing components which allows stakeholders to assess sufficient coverage of test cases across all requirements.

Central Hudson current state

As stated in section 2.2.2, the test cases provided by Central Hudson do use unique identifiers to denote their test cases. Test case identifiers are represented by the test case ID in the form PP-XXX or PP-XXXX where X refers to a whole number. This practice has been implemented prior to go-live of the SAP billing system and is still in practice. Test case IDs are also continuously referenced in supporting documentation like the Requirements Traceability Matrix (Section 2.2.2). Requirements and defects also contain their own unique identifiers. Test cases are linked to requirements through the RTM but are not linked on JIRA. Test cases are linked to defects, but defects are not linked to test cases.

Risks

While Central Hudson has unique identifiers in place for each test case, they are not fully utilized to be consistently used and traced across different components of the solution. This can create the risk of poor visibility across all of testing, making it difficult for stakeholders to ensure that all components have been tested, impacting overall traceability of the project.

Recommendations

Our recommendation is that Central Hudson continue to use the unique identifiers identified for test cases and establish linkages between requirements, test cases, and defects in both directions ensuring that the components are linked mainly through their respective unique identifiers. This will also help when automation is introduced to testing, ensuring that the identifiers are linked correctly and are able to execute test cases automatically.

5.4.2 Test case summary and supporting documentation

Creating test case summary and descriptions

The test case name and description play a crucial role in conveying the purpose, scope, and expectations of the test case. A well-written name and description for a test case contribute to clarity and effectiveness of the testing process. Overall, a well-written test case name should be brief and concise, containing an action verb followed by what functionality is being tested. The description of the test case should be able to explain in detail what functionality is being tested and how it will be tested. Descriptions of a test case typically contain an objective that outlines the goal of the test case, pre-conditions that must be satisfied prior to execution, steps for execution, input data that will be utilized in testing, and expected and actual results.

Central Hudson current state

These findings are based off the test cases and defects aligned to the issues outlined in the OIE report. In JIRA, there are varying levels of detail provided in the description about what functionality is being tested. Some tickets do not contain information of what is being tested in the ticket itself. The test cases contain a table that includes information on a summary of the steps to execute the test case, the test data that is being utilized and the expected result. Test case also includes information about the test environment that is necessary.

Risks

The risks of not having standard documentation describing the functionality of what is expected to be tested can lead to confusion around test coverage and if all requirements are being tested.

Recommendations

Our recommendation is to standardize documentation across test cases in JIRA. Description should include information on what functionality is expected to be tested in additional to the other information that has been mentioned in the previous section. We would also recommend including information on dependencies between test cases and other testing components, if relevant. Test case naming conventions and description should be agreed upon with stakeholders involved in creating and executing test cases to ensure alignment.

5.4.3 Test run execution documentation

Test run execution documentation

When designing and executing test cases, it is important that ownership of each test case component is established throughout the lifecycle of the test case. Information about the owner responsible for executing test cases, managing defects, and approval of test case must be documented in both JIRA and the RTM. Test cases should also display the results of the execution and any linked defects associated with failed test runs. Documentation should include supporting information needed to execute test case and that the test case has been successfully executed in order to support approval.

Central Hudson current state

Reviewing test cases in JIRA, test cases are supported by test execution documentation that is standardized across most tickets. Test cases are assigned an owner responsible for executing the test case and owners are linked to the execution of each run. Below the test step summary

table (Section 3.2), there is a table that contains information on test runs. The test run table contains a list of test runs with a unique ID in the format PP-XXXX or PP-XXXXX (where X is a whole number), the platform on which the test case is executed, the result of the test run, and associated defects, linked to the test case by their defect ID. Defects also contain an ownership process with documented approval by the owner, found in the comments of the test case on JIRA.

Recommendations

The above-mentioned practices are in line with IEEE 829-2008 testing standard and other industry best practices, therefore our recommendation for Central Hudson is to continue to execute test cases as is being done currently. However, we recommend that documentation to train users is updated to support current practices, to ensure that test execution is being carried out efficiently and that appropriate linkages are in place.

5.5 Test planning

A test plan provides a framework and roadmap that outlines objectives, scope, resources, timelines, and methodologies to ensure that all stakeholders are aligned and that testing efforts are organized.

5.5.1 The potential risks of not having a test plan in place

Without a comprehensive test plan, Central Hudson exposes themselves to risks. The most common risk is the possibility of errors or system failures slipping through undetected. These errors may range from minor inconveniences such as superficial visualization defects to more severe disruptions like billing inaccuracies, data loss, or interruptions in business operations. Insufficient testing planning and structure can leave an organization vulnerable to operational inefficiencies, potentially causing delays in billing, customer disputes, and an overall decrease in productivity.

The risk of financial implications of these errors can be significant. Inaccurate billing, for instance, can result in revenue losses, customer dissatisfaction, and potential legal issues. The reputation of the company may also be put at risk due to a poor customer experience. An inadequate testing plan and cohesive process may lead to data corruption, duplication, or loss, which can be detrimental to an organization's financial and operational stability. Data integrity is essential for accurate billing and reporting. A common example of this is system incompatibility.

Failing to address compatibility issues between existing systems and the SAP billing system can lead to data discrepancies, operational disruptions, and inaccurate billing processes.

5.5.2 The criticality of a test plan in hypercare and ongoing maintenance phase

Testing during the hypercare phase and through ongoing maintenance of the SAP billing system, or any software integration project, is a critical step to ensure the smooth operation of the system. Having and following a test plan that follows IEEE standards and industry best practices during system hypercare is critical to ensuring that issues are identified, resolved, and documented in a consistent and comprehensive way.

As hypercare is a period immediately after system implementation, during which unexpected issues or defects are likely to surface, resources can be scarce and swift actions may be necessary to fix system defects. A test plan provides a structured approach to systematically identify, document, and prioritize these issues, allowing for their efficient resolution. During this phase, a structured approach is crucial to ensure that any issues or defects are identified, prioritized, and resolved promptly. A test plan provides the necessary structure to execute this process systematically. Given this, not having a test plan in place during hyper care may likely result in undetected defects related to billing, leading to incorrect invoices, customer disputes, and potential financial losses.

Along with this, the hyper care phase often involves limited resources. Without a test plan, testing efforts may lack direction, and resources may be misallocated. A test plan, particularly the sections on timeline and resource allocation, helps in efficiently allocating resources to address the most critical issues that impact billing accuracy and customer satisfaction. A definition of roles and responsibilities ensures that no issues go undetected or unresolved. This is enabled through clear pass/fail criteria and defect prioritization methodology outlined in the test plan. This framework guides the team in determining which issues are most critical and need immediate attention and helps in focusing scarce resources on high-impact problems.

Lastly, effective documentation and reporting are essential during hyper care to track the progress of issue resolution, provide transparency to stakeholders, and analyze the effectiveness of hyper care efforts. A test plan guides the documentation and reporting processes and provides a framework for these documentation requirements.

5.5.3 Central Hudson alternative test plan documentation

In conducting an in-depth investigation of Central Hudson's testing practices and methodologies, we embarked on a comprehensive review process. Our primary objective was to gauge the effectiveness and adherence to industry standards in their test planning and execution. To this end, we analyzed a test plan from the Dunning project, a separate project within Central Hudson, due to the absence of a current and updated test plan for the project in question. This approach enabled us to evaluate Central Hudson's overall capabilities and track record in test planning.

Our analysis of the Dunning project test plan revealed several findings:

- **Defined testing objectives:** The alternative test plan defines its objectives but falls short in detailing how the testing activities will directly contribute to achieving these goals. While it mentions that testing will be conducted in phases, there is a lack of explicit linkage between these phases and the overall testing objectives.
- **Clear scope of testing:** The scope of testing within the alternative test plan is defined, providing an outline of what the testing process intends to cover
- **Testing approach and strategy document:** The plan references a separate testing strategy document outlining the approach for ongoing testing efforts. However, the documentation provided by Central Hudson did not contain the level of detail required to assess the quality or effectiveness of this approach.
- **Test schedule and phases:** The plan includes a schedule for different testing phases but could benefit from more granularity, specifically regarding the tasks within each phase and the assignment of responsibilities amongst relevant stakeholders
- **Entry and exit criteria:** Although entry and exit criteria are provided, they are not aligned with specific phases of testing but rather with the overall completion of the testing process
- **Resource allocation:** The plan adequately details the resources allocated for testing, aligning with the IEEE 829-2008 standard
- **Test environment and data management:** The document mentions test environment and data management but lacks comprehensive details on the management process and the responsible parties for maintaining the testing infrastructure throughout the project

Despite it being for a separate project, the Dunning project test planning documentation indicates that Central Hudson currently possesses and has implemented a test plan template aligning with IEEE standards in other projects. This suggests Central Hudson can develop and implement a test plan for ongoing testing, however such a plan is not documented or in use for current testing activities outlined in the scope of this assessment.

5.5.4 Recommendations

Initially, we encountered a previous test plan that was employed during Project Phoenix. However, this plan was deemed obsolete post SAP billing system go-live by Central Hudson. This plan was thus deemed irrelevant to our current scope. It is our conclusion that Central Hudson has no documented Test Plan for the ongoing testing efforts related to reporting, resolving, and testing defects related to the OIE report.

Central Hudson should define a clear Test Plan that contains a structured approach to testing in hypercare and ongoing maintenance of the SAP billing system. Neglecting the creation of a detailed test plan may lead to scope creep, missed deadlines, and resource mismanagement, endangering the success of any future systems, updates, or fixes. In line with IEEE testing practices and SAP industry standards, this section delves into the essential aspects of test planning and execution.

5.5.4.1 Testing objectives

Clear definition of testing objectives

The clear definition and documentation of testing objectives are critical components of a test plan, particularly when testing implementation of SAP billing systems. These objectives serve as the guiding principles for the entire testing process, ensuring that the integration project remains focused and aligned with its goals. In the context of SAP billing system integration, examples of specific objectives could include validating the accuracy of billing calculations, testing the system's performance under various load conditions, and verifying the reliability of data transfer between the SAP system and Central Hudson databases.

Central Hudson current state

In several conversations with testing stakeholders and investigation of documentation, we have concluded that Central Hudson does not have any documented objectives to guide their current testing activities.

Risks

Without defined objectives, testing efforts may lack direction. This could potentially lead to inefficiencies, missed critical issues, and incomplete coverage of SAP billing functionalities. For instance, if a testing objective related to billing accuracy is not clearly defined in ongoing testing activities, there may be ambiguity about the extent of testing required, which can lead to incomplete or inconsistent testing efforts. In addition, a lack of specific test objectives can result in misunderstandings and misalignments among team members and stakeholders, especially given the size and dispersed management of the Central Hudson testing teams. Without clear objectives, different teams and team members might have varying expectations of what needs to be tested, which can lead to inconsistent efforts and conflicting interpretations of test results.

Recommendations

To ensure effective implementation of clear objectives for ongoing testing, it is recommended Central Hudson take into consideration the following best practices:

- **Functional Requirements:** Align testing objectives with the functional requirements of the SAP billing system. Identify key functionalities and features that must be thoroughly tested to ensure accuracy and reliability.
- **SMART Objectives:** Formulate objectives that are Specific, Measurable, Achievable, Relevant, and Time-bound (SMART). These objectives should be specific in what they aim to achieve, measurable to determine success, attainable with available resources, relevant to the project's goals, and time-bound to set a clear timeline for completion.
- **Alignment with Project Goals**: Ensure that test objectives are directly aligned with the overall goals of the integration project. This alignment helps maintain focus and relevance throughout the testing process.
- **Regular Review and Validation:** Continuously review and validate the objectives during the project's lifecycle. Be prepared to revisit and update objectives as project requirements evolve or as insights are gained through testing.

5.5.4.2 Scope of testing

Definition and documentation of scope of testing

Thoroughly outlining the scope of testing is a pivotal aspect of a software test plan, particularly when it comes to testing the integration of SAP billing systems. The IEEE 829-2008 standard and other industry best practices highlight the importance of clearly defining the scope of testing to ensure that all relevant aspects of the system under examination are addressed. This scope definition sets the boundaries for testing activities and establishes a clear framework for the entire integration project. In the context of SAP billing system integration, the scope may encompass various facets, such as functional modules to be tested, data migration processes, user interfaces, and the interaction of the billing system with other Central Hudson systems.

The scope of the testing section within a test plan should include information on what is being tested and what is not, including the functionalities, features, and aspects of the software system under examination. This section serves as a guide to ensure that all relevant areas are adequately tested, leaving no room for ambiguity.

Central Hudson current state

In several conversations with testing stakeholders and investigation of documentation, we have concluded that Central Hudson does not have any documentation outlining scope of testing to guide their current testing activities.

Risks

The risk of "scope creep" emerges, where the project extends beyond its original objectives. In the context of SAP billing system integration, this could mean additional functionalities, features, or components are introduced into the project without proper evaluation, leading to delays, increased costs, and potential misalignments with the project's goals.

Additionally, without thorough scope definition, it becomes challenging to manage stakeholder expectations and ensure that all essential aspects of the SAP billing system are adequately assessed. Misunderstandings or misalignments among team members and stakeholders can arise, complicating the testing process and potentially leading to inconsistencies in testing efforts and conflicting interpretations of test results.

Most importantly, there is a risk of overlooking critical aspects of the SAP billing system. Inadequate scope definition may result in certain functionalities or processes not being tested,

which can leave vulnerabilities or defects undetected. For instance, failing to test a specific billing calculation algorithm might lead to inaccuracies in customer billing, affecting the utility's revenue and customer satisfaction.

Recommendations

To ensure effective scope definition in a test plan, Central Hudson should adhere to the following best practices:

- **Clear inclusion and exclusion:** Define what is within the scope of testing and what falls outside. A well-documented scope statement should specify both in-scope and out-of-scope items, leaving no room for ambiguity.
- **Traceability:** Ensure that there is traceability linking the defined scope and the project's objectives together. This traceability helps confirm that all testing activities align with the intended goals of the integration project.
- **Regular review and validation:** Continuously review and validate the scope throughout the project's lifecycle. Be prepared to revisit and update the scope when necessary due to evolving project requirements or insights gained during testing.

5.5.4.3 Testing schedule and timeline

Outlining a comprehensive testing schedule and timeline

Outlining the testing schedule and timeline is a fundamental aspect of a test plan. The establishment of a well-structured and detailed testing schedule provides a roadmap for the entire testing process and ensures that testing activities are conducted in an organized, efficient, and timely manner. IEEE standards stress the necessity of a comprehensive test schedule as a critical component of any test plan.

The schedule and timeline section of a test plan should outline when each testing activity will occur, including milestones, deadlines, dependencies, and the sequence of tasks. This section provides information on what a clear roadmap should include for the entire integration project, ensuring that various testing activities are organized, executed, and monitored in a coordinated and efficient manner.

Central Hudson current state

After interviews with stakeholders and review of provided documentation, we have concluded that Central Hudson did not have a documented testing timeline during hypercare outlining any milestones or deadlines.

Risks

The primary risk of not clearly outlining and including a schedule in a test plan is the possibility of delays. Without a well-defined schedule, testing activities may not be synchronized with the overall project timeline, leading to missed deadlines and a delayed integration process.

Another risk is resource inefficiency. In the absence of a clear schedule, resources such as testing personnel, testing environments, and equipment may not be allocated effectively. This can result in resource bottlenecks, inefficiencies, and unnecessary costs.

The lack of a well-structured schedule can also hinder the timely detection and resolution of issues. If testing activities are not proceeding as planned, defects and inaccuracies may go undetected, posing a risk to the reliability and accuracy of the SAP billing system. This can lead to billing errors, operational disruptions, and customer dissatisfaction.

Recommendations

To ensure a comprehensive test plan, it is recommended Central Hudson adhere to the following best practices when creating and integrating a testing schedule and timeline into their plan:

- **Define milestones:** It is common to break the project into manageable milestones, each with its associated testing activities and timelines. This approach allows for better tracking of progress and early issue detection.
- **Allocate resources appropriately**: Ensure that resources are allocated in accordance with the project's testing schedule. Match the availability of personnel, testing environments, and tools with the project's timeline to avoid resource bottlenecks.
- **Regular monitoring:** Continuously monitor the testing schedule and compare it with the progress made. If deviations or delays are detected, take proactive measures to address them, such as reassigning resources or adjusting the schedule.
- **Transparent reporting:** Provide clear and transparent reporting on the status of testing activities and progress against the schedule. This helps in keeping stakeholders informed and enables timely decision-making.

5.5.4.4 Resource allocation

Clear resource allocation

Resource allocation is a fundamental component of a software test plan, and its importance cannot be overstated, especially in the context of testing integration into SAP billing systems. IEEE standards emphasize the need for a clear and well-structured resource allocation section within the test plan, as it directly impacts the successful execution of testing activities.

The resource allocation section of a test plan should include specific information about the allocation of human resources, hardware, software, and other essential assets required for testing. It is crucial for defining who will be responsible for various testing tasks, what tools and equipment will be used, and how these resources will be made available throughout the testing process.

Central Hudson current state

Through interviews with stakeholders, we have concluded that the testing team has no central resource allocation documentation. Testing is completed within various teams with dispersed management. Each team has its own resourcing strategy, and teams do not follow a standardized framework for testing approach.

Risks

Without a well-defined resource allocation plan, numerous risks can emerge. For example, there is a heightened risk of resource bottlenecks. In the absence of clear allocation guidelines, there may be conflicts over resource availability, leading to inefficiencies and delays in testing. This can have a cascading effect on the overall project timeline, potentially resulting in missed deadlines and increased costs.

Furthermore, a lack of resource allocation details can impede effective collaboration and communication among team members and stakeholders. Misunderstandings and confusion may arise regarding who is responsible for specific tasks or which tools should be used, leading to inconsistencies in testing efforts and potentially compromised testing quality.

Recommendations

To ensure effective resource allocation in a test plan, it is recommended Central Hudson adhere to the following best practices:

- **Clearly define resource requirements:** Specify the types and quantities of resources needed for testing, including personnel, hardware, software, and testing environments. This ensures that all necessary elements are identified.
- **Assign roles and responsibilities:** Clearly define the roles and responsibilities of individuals or teams involved in testing. This includes test managers, testers, and any other stakeholders responsible for resource allocation and management.
- **Establish resource schedules:** Outline when and for how long specific resources will be allocated for testing. This helps prevent conflicts and ensures that resources are available when needed
- **Regular monitoring:** Continuously monitor resource allocation throughout the testing process, adjusting as necessary to address changing needs or unexpected issues

5.5.4.5 Testing approach

Outline of testing methodology

The testing methodology is a crucial and integral component of a software test plan, with its significance emphasized in IEEE standards. In the context of testing integration into SAP billing systems at Central Hudson, a well-defined testing methodology is essential to guide and execute the testing process systematically and effectively.

The testing methodology section within a test plan outlines the specific techniques, approaches, and procedures that will be employed during testing. It provides a structured framework for planning, designing, executing, and evaluating tests. This section is fundamental to ensuring that testing activities are conducted coherently and that the intended objectives are met.

Central Hudson current state

After documentation review and discussions with stakeholders, we have concluded that there is no standardized or documented approach or methodology to ongoing testing efforts. Given testing is completed in dispersed teams, approaches and criteria may vary depending on the testers involved. While there is a general standard for defect reporting and resolution workflow facilitated by Jira configuration, there is no documented methodology for testing activities.

Risks

The importance of a well-defined testing methodology becomes evident when considering the potential risks of not having one. One primary risk is the potential for inconsistent and ad-hoc

testing practices. In the absence of a defined methodology, testing efforts may lack structure and a systematic approach, leading to fragmented, inefficient, and potentially ineffective testing.

Another risk is that of missed testing activities. Without a clear testing methodology, critical testing techniques or procedures that are specifically relevant to SAP billing system integration may be overlooked. This omission can result in incomplete test coverage, potentially leaving vulnerabilities or defects undetected, which could lead to billing inaccuracies and operational disruptions for Central Hudson.

Recommendations

To mitigate risks and ensure effective implementation of a testing methodology in a test plan, it is crucial to adhere to the following best practices:

- **Methodology selection:** Select a testing methodology that aligns with the nature and objectives of the SAP billing system integration project. For instance, in complex projects like SAP integration, a risk-based testing methodology or a combination of methodologies may be appropriate.
- **Detailed procedures:** Specify detailed testing procedures, including test design, test case creation, test execution, defect tracking, and reporting. This level of detail ensures that testing is conducted systematically.
- **Tools and resources:** Identify the testing tools and resources that will be used in accordance with the chosen methodology. Ensure that the testing team is well-trained in using these tools.
- **Quality assurance:** Integrate quality assurance measures to monitor adherence to the defined testing methodology. Regular review and validation of testing activities are essential to maintain alignment with the methodology.
- **Continuous improvement:** Encourage continuous improvement by gathering feedback and insights from testing activities. Adjust the testing methodology as necessary to address evolving project requirements and testing challenges.

5.5.4.6 Defect management and prioritization

Outline of defect prioritization criteria and process

Defect prioritization criteria or methodology is a critical component of a software test plan, and its importance is underscored by IEEE standards. In the context of testing integration into SAP

billing systems at Central Hudson, a well-defined defect prioritization methodology is essential to systematically categorize, assess, and address identified defects based on their severity and impact.

The defect prioritization methodology section within a test plan outlines the specific criteria, rules, and procedures that will be used to prioritize defects discovered during testing. It provides a structured framework for identifying the most critical issues and allocating resources effectively to address them.

Central Hudson current state

Central Hudson has a generic defect prioritization matrix that is reused for every technology implementation project. This matrix however does not currently reside in an active test plan for SAP Billing System implementation but is still currently referenced when managing defects.

Central Hudson's prioritization matrix categorizes defects into 'Critical', 'Major', 'Minor', and 'Trivial' levels, providing basic definitions and examples for each, aligning with IEEE standards that advocate for clear and differentiated levels of defect severity. However, the definitions lack specificity, which is crucial for defect classification in a specialized area like SAP billing systems in the utility sector. For instance, terms like "system is down" or "severely affects" are generic and could lead to varying interpretations. In the context of a billing system, more quantifiable and context-specific criteria, such as impact on billing accuracy or regulatory compliance, would be more appropriate.

While the examples provided offer some guidance, they are somewhat generic. Tailoring these examples to reflect specific challenges pertinent to a utility's billing system, such as issues in usage data integration or time-of-use billing calculations, would enhance the matrix's relevance and utility.

Risks

One primary risk of unclear defect prioritization matrix is the inability to address critical defects promptly. Without a clear methodology for prioritizing defects, there may be confusion about which issues should be tackled first, leading to delays in resolving critical problems that can impact billing accuracy and customer satisfaction.

Another risk is resource misallocation. In the absence of a defined methodology, resources such as testing teams and developers may be directed to address less critical defects, diverting them from resolving higher-priority issues. This can lead to inefficiencies, longer resolution times, and increased costs for the utility.

Recommendations

While Central Hudson does have defect prioritization criteria defined, it is recommended that the following best practices are implemented for improvement when creating a test plan:

- **Refine definitions:** Make definitions more specific and quantifiable
- **Incorporate diverse examples:** Provide a wider range of examples for each priority level
- **Include user experience and business impact:** Expand criteria to consider user experience and business implications
- **Guidelines for consistent application:** Develop more detailed guidelines to ensure consistent application across different teams and projects
- **Regular review:** Encourage regular review and validation of defect prioritization to ensure that it remains aligned with project goals and changing requirements

5.5.4.7 Pass/fail criteria

Definition of pass/fail criteria

The establishment of pass/fail criteria is a critical and indispensable element of a software test plan, with its significance outlined in IEEE standards. When it comes to testing integration into SAP billing systems, a pass/fail criteria section is essential for systematically determining the success or failure of testing activities.

A well-defined pass/fail criteria section within a test plan outlines the specific conditions and requirements that must be met for a test case, test cycle, or the overall testing process to be deemed successful. It provides a framework that objectively assesses the outcomes of testing and making informed decisions regarding system readiness.

Central Hudson current state

After interviews with stakeholders and investigation of provided documentation, it has been concluded that Central Hudson does not have outlined pass/fail criteria for determining the requirements to be met for test cases or defect resolution to be deemed successful.

Risks

Defining pass/fail criteria is critical to the successful ongoing testing and defect resolution efforts of any system implementation. This becomes evident when considering the potential risks of not

having this criteria in place. One primary risk is subjectivity and ambiguity in determining the testing outcome. Without established criteria, there can be confusion or disagreements about whether a test has passed or failed, potentially leading to disputes among testing teams and stakeholders.

Another risk is the misinterpretation of testing results. In the absence of clear pass/fail criteria, there may be a lack of alignment between testing outcomes and the project's overall objectives. This misalignment can result in inaccurate assessments of the system's readiness for integration, potentially leading to issues with billing accuracy, operational disruptions, and customer satisfaction.

Recommendations

To mitigate these risks and ensure effective implementation of pass/fail criteria in a test plan, it is essential to adhere to the following best practices outlined by IEE 829 standards and industry best practices:

- **Objective and measurable criteria:** It is critical to define pass/fail criteria using objective and measurable terms. For example, criteria can be based on specific performance benchmarks, error thresholds, or functional requirements.
- **Alignment with requirements:** Ensure that the pass/fail criteria align with the project's requirements and objectives. This alignment helps in making decisions that are in line with the project's goals.
- **Clear documentation:** Document pass/fail criteria comprehensively within the test plan, providing clarity about what constitutes a successful test outcome
- **Thresholds and tolerances:** Specify tolerance levels or thresholds for criteria that allow for some variability or deviation while still classifying the test as a pass. This accommodates small, acceptable variations.
- **Reporting and communication:** Establish a system for reporting test results and communicating pass/fail outcomes to stakeholders. Transparency in reporting helps in making informed decisions.

5.5.4.8 Reporting and documentation

Standardized test reporting and documentation

Test reporting and documentation are integral and essential components of a software test plan, and their significance is highlighted in IEEE standards. When testing the integration into SAP billing systems at Central Hudson, a well-structured test reporting and documentation section is crucial for recording, communicating, and managing testing activities systematically.

The test reporting and documentation section within a test plan outlines the specific requirements for documenting test cases, test results, defects, and other essential information related to testing. It provides a structured framework for capturing data, facilitating communication among stakeholders, and ensuring that testing activities are transparent and well-documented.

Central Hudson current state

After interviews with testing stakeholders and analysis of provided documentation, we have concluded that there is no standardized testing reporting and documentation criteria in ongoing testing activities. Throughout Jira, defects are reported and resolved with varying levels of detail.

Risks

The importance of well-defined test reporting and documentation becomes evident when considering the potential risks of not having them. One primary risk is a lack of transparency and accountability in the testing process. Without proper documentation, it becomes challenging to trace what tests were conducted, what issues were identified, and how they were resolved, potentially leading to confusion and disputes among testing teams and stakeholders.

Another risk is the inability to track progress effectively. In the absence of clear documentation, it is challenging to monitor the status of testing activities and assess whether the project is on track to meet its objectives. This lack of visibility can lead to project delays, missed deadlines, and issues with billing accuracy and customer satisfaction.

Recommendations

To mitigate these risks and ensure effective implementation of test reporting and documentation in a test plan, it is crucial to adhere to the following best practices:

- **Documenting Test Cases:** Specify the format and structure for documenting test cases, ensuring that they are well-organized, clear, and include all necessary information
- **Recording Test Results:** Define the format for recording test results, including both successful and failed tests. This documentation should include details such as the test environment, execution steps, and expected and actual results.

- **Defect Tracking:** Describe the process for documenting and tracking defects, including the criteria for defect classification, prioritization, and resolution
- **Traceability:** Emphasize the importance of traceability by documenting how test cases relate to specific requirements and how defects are linked to failed test cases
- **Regular Reporting**: Establish a schedule for test reporting, indicating when and how often reports will be generated and shared with stakeholders. This ensures that project progress is communicated transparently.

5.5.4.9 Test environment and infrastructure

Management of test environment and infrastructure

The test environment and infrastructure section is a pivotal and fundamental element of a software test plan, and its importance is emphasized in IEEE standards. In the context of testing integration into SAP billing systems, a well-defined test environment and infrastructure section is essential for ensuring that the testing environment is adequately set up, configured, and managed to support testing activities effectively.

The test environment and infrastructure section within a test plan outlines the specific requirements for the testing environment, including hardware, software, data, and network configurations. It provides a structured framework for creating an environment that mirrors the production environment and is conducive to accurate and comprehensive testing.

Central Hudson current state

After discussion with stakeholders and documentation review, it has been concluded that test environment and infrastructure management is not outlined or standardized in the current testing activities.

Risks

The importance of a well-defined test environment and infrastructure becomes evident when considering the potential risks of not having one. One primary risk is the inability to replicate real-world conditions for testing. Without a defined test environment, it may be challenging to create an environment that accurately simulates the production environment, potentially leading to issues that are only discovered after integration, such as inaccuracies in billing calculations.

Another risk is resource misallocation. In the absence of clear guidelines for the test environment, there may be inefficiencies and delays in configuring and managing the necessary

infrastructure. This can lead to delays in testing, increased costs, and missed deadlines, affecting billing accuracy and customer satisfaction.

Recommendations

The establishment and support of a proper testing environment is crucial for diagnosis, remediation and testing of bug fixes, it is a crucial element of any test plan. To mitigate risk and ensure effective documentation in a test plan that aligns with IEE 829 standards and industry best practices, it is crucial to adhere to the following recommendations:

- **Environment Configuration:** Specify the hardware, software, and network configurations required for testing. Ensure that the test environment closely mirrors the production environment, including data and interfaces
- **Resource Allocation:** Define the allocation of resources, including testing servers, databases, and network resources, to ensure that they are available and properly configured when needed
- **Data Management:** Outline the procedures for managing test data, including data generation, migration, and anonymization. Ensure that test data accurately represents real-world scenarios.
- **Integration Requirements:** Clearly define the integration requirements for the test environment, including connections to external systems and services
- **Infrastructure Maintenance:** Describe the processes for maintaining and monitoring the test environment throughout the testing process to ensure that it remains stable and representative of the production environment

5.5.4.10 Risks and assumptions

Documentation of risks and assumptions

The inclusion of a risk and assumptions section is a crucial and integral part of a software test plan, with its importance emphasized in IEEE standards. In the context of testing integration into SAP billing systems, a well-defined risk and assumptions section is essential for identifying potential challenges, uncertainties, and dependencies that could impact the testing process.

The risk and assumptions section within a test plan outlines the specific risks, uncertainties, dependencies, and assumptions that may affect the testing effort. It provides a structured

framework for risk identification, assessment, and mitigation, as well as for clarifying any assumptions made during the planning process.

Central Hudson current state

After review of documentation and interviews with testing stakeholders, we have concluded that Central Hudson does not have a defined risk mitigation and assumptions documentation for ongoing testing activities.

Risks

The importance of a well-defined risk and assumptions section becomes evident when considering the potential risks of not having one. One primary risk is the lack of risk awareness and preparedness. Without an established section for risks, there may be insufficient attention to potential issues that can affect the project, such as unanticipated data dependencies or challenges related to system integration. These issues can lead to project delays, inaccuracies in billing, and customer dissatisfaction.

Another risk is the potential for misaligned assumptions. In the absence of documented assumptions, there may be misunderstandings or misinterpretations among team members and stakeholders regarding the project's underlying assumptions. These misunderstandings can result in disagreements and inconsistencies in the testing process, leading to disruptions and delays.

Recommendations

To mitigate these risks and ensure effective implementation of a risk and assumptions section in a test plan, it is crucial to adhere to the following best practices:

- **Comprehensive Risk Identification:** Conduct a comprehensive assessment to identify potential risks that may impact the project, such as data availability issues, resource constraints, or system compatibility challenges
- **Risk Assessment:** Evaluate the potential impact and likelihood of each identified risk. Prioritize risks based on their severity and develop mitigation strategies for high-priority risks
- **Assumption Clarity:** Clearly document any assumptions made during the planning process, including dependencies on external systems, availability of data, and resource allocations. Ensure that assumptions are understood and agreed upon by all stakeholders

- **Regular Updates:** Continuously monitor and update the risk and assumptions section as the project progresses. New risks may emerge, and assumptions may evolve, so it is essential to keep this section current.
- **Communication:** Encourage transparent communication about identified risks and assumptions among team members and stakeholders to ensure a shared understanding of potential challenges and dependencies

6 Analysis of billing, FCS, and EDI integration defects

6.1 Summary of findings

The purpose of this analysis is to review any changes to the metering, billing, and integration solutions of Central Hudson that were directly related to the issues documented in the OIE report since the launch of Project Phoenix, assess the effectiveness of these changes, identify any ongoing issues with the solution, and recommend actions to remediate these issues. To conduct a thorough analysis of the state of Central Hudson's data and billing solutions at go-live and any changes to it to present, an iterative process of document request and interviews were conducted. This analysis began with documentation requests regarding: development process, development standards, documentation standards, FCS, EDI, and SAP S4, PI, and PO. Upon reviewing the initial documents, gaps in information and clarifying questions were gathered and further requests were made as well as interviews held with document owners and functional owners of the solution. This continued as an interactive process until a complete definition of the state of Central Hudson's development and data flow operations at go-live until the current state had been formed.

In tandem with document analysis and interviews, a review of the three systems comprising Central Hudson's data flow solution as well as their work management system, JIRA was done to assess their respective current states. Descriptions of these approaches can be found in sections:

- **JIRA:**
    - 2.2.1 JIRA Issue Review
- **SAP S4:**

    - 3 ABAP Code Analysis
- **FCS:**
    - 4 Meter Data Collection Analysis
- **SAP PI and PO:**
    - 5 EDI Analysis

Key Findings:

1. Meter Data Flow Architecture Analysis
    - While Central Hudson provided functional specifications and relational diagrams of their discreet components, they lack a holistic detailed documentation of their system.
    - Relational Diagrams describing the connection points between Central Hudson's functional components were not supported with technical details such as descriptions of each component's function and reliable references or links to functional specifications.
2. Development Operations Analysis
    - Tower Leads are both product owners and solutions architects.
    - Scope of work in Jira has been categorized and grouped in a disparate fashion.
    - Quality of development-related content in Jira tickets is inconsistent.
    - Testing and traceability in Jira have not been consistently nor completely implemented.
    - Current solution design architecture has not been kept up to date since go-live.
    - Current development standards have not been codified.
3. Continuous Integration and Delivery
    - Central Hudson informed PA that the Company does not utilize standard CI/CD practices.
4. ABAP Code Analysis
    - Overall, for OIE categories 1-9 were within industry standard norms and no specific deficiencies were found through PA's analysis.

- SAP transport traceability is unavailable (examples available in Attachment 4 – JIRA Issues Without Transport Numbers).
- OSS notes with SAP are unlinked in Production environment.

5. Root Cause Analysis
    - Root cause analysis documentation did not always include root cause in the analysis.
6. Meter Data Collection Analysis
    - Routes are being assigned and completed in an acceptable fashion.
    - PA's analysis showed that data from FCS systems is being correctly ingested into S4.
    - Skip code usage policy needs more stringent enforcement.
7. EDI Analysis
    - No Implementation of Standard EDI / Interface Message Lifecycle Management reporting tools monitoring events such as:
        i. Invoice sent.
        ii. Invoice ACK sent.
        iii. PO sent.
        iv. PO ACK sent.
        v. PO received.
        vi. Please see Attachment 3 – EDI Reporting for an example expected reporting interface.
    - Business stakeholder approval chain on JIRA tickets was unclear.
        i. Example issues: PP-15995, PP-17887
    - A complete list of issues can be found in Attachment 2 - JIRA and Platform Change Analysis Tracker.
    - Evidence of different test scenarios missing in defect documentation such as screenshots of the issue, logs, and similar outputs.
    - General tracking and traceability of PI/PO changes was not sufficient.

6.2 Meter data flow architecture analysis

6.2.1 Approach

For a holistic review of Central Hudson's data flow architecture an analysis of both the governance and documentation of said architecture has been conducted. Any existing design documentation, diagrams, and configuration documents were requested regarding FCS, EDI, and SAP S4, PI, and PO. Additional document requests and interviews were an interactive process until a complete definition of Central Hudson's data flow architecture had been formed. A high-level, holistic, solution architecture for Central Hudson's data flow solution was created as a result. A review of the holistic solution architecture, documentation governance, and operational architecture was then conducted to identify any ongoing issues and recommend remediation actions for any issues found.

6.2.2 Solution architecture history

In preparation for the go-live of Project Phoenix, SAP systems were created and configured with existing systems to support Central Hudson's new customer billing solution. To collect AMR and manual read meter data, Itron's FCS (Field Collection System) is used. Handheld devices are connected to the FCS hub on site at the end of each read session by meter readers, aggregated on a mounted file server on-premises. This mount is then configured with Azure site-to-site VPN and ExpressRoute to dispatch the meter read data files to the SAP S4 instances file storage for incoming meter data. Collecting AMI data is done through Itron's MDM IEE AMI integration module via cellular connection and is immediately dispensed to Central Hudson's SAP S4 instance via SAP's AMI Integration for Utilities. Both AMI and AMR data streams are handled by SAP PI for ingestion into their S4 HANA database via an ABAP code proxy within HANA as soon as new data is available. SAP PI also handles Central Hudson's customer choice integrations with each ESCO on their network, transferring all relevant documents in cadence with service and billing events.

Central Hudson's implementation of SAP S4 is deployed in a managed service through SAP Hana Enterprise Cloud (HEC/ECS) in a software as a service (Managed IaaS) model. SAP PI is

also a service managed by SAP delivered to Central Hudson. Central Hudson's ability to manage the SAP infrastructure is limited in scope. For example, expanding the environment to include additional tiers for staging and the compute capacity of the environment in the form of application servers, nodes, and their compute sizes. It is Central Hudson's responsibility to coordinate with SAP to schedule vital system wide updates and upgrades as improvements and fixes to the service are released.

Functional requirements were led by business decisions made by Tower Leads who presided over specific functional components of Central Hudson's metering, integration, and SAP S4 systems. Each Tower Lead created functional architecture and documentation when given business requirements which were then parsed by a solution architect to produce technical documentation for each component of Project Phoenix. This technical documentation resulted in project plans and architecture documents to guide the development of Project Phoenix and described the system at go-live:

DR-0004 Project Plans per Operational Function CONFIDENTIAL[8]

The development of Project Phoenix was split into projects defined by the functions and systems component to their operational solution. Central Hudson's Tower Leads were then to convert the business requirements of each scope of work into fully detailed project plans to be executed before go-live in August of 2021. These documents together describe the full detailed design and intended configuration of Central Hudson's operational systems.

DR-0049 FCS Integration Diagram CONFIDENTIAL[19]

Upon being uploaded to Central Hudson's on-site data storage system, meter data is made available and then ingested by SAP PI to be stored in a HANA database via an ABAP proxy. This document depicts the transfer of data files between these points and defines how the on-premise systems are securely connected to SAP.

Figure 1. *FCS integration diagram.*

DR-0014 EDI Integration Flowchart CONFIDENTIAL[13]

This document outlines the files necessary to send between Central Hudson ESCO systems. It describes a basic flow of the file types from Central Hudson's SAP PO service, to OpenText's BizManager middleware, to the ESCO's systems, and finally the reverse route back to Central Hudson's SAP PO service.

Figure 2. *EDI integration flow.*

Different File Types:

- 810: invoice transaction set for URR customers
- 820: remittance transaction; sent on cycle 05 and cycle 15 of each month
- 867MU: monthly usage transaction
- 867HU: historical usage transaction
- 814C: change
- 814D: drop
- 814E: enroll
- 814R: reinstatement
- 814HU: historical usage request
- 997: acknowledgment file

Figure 3. *Complete meter data flow solution architecture.*

IT Organizational Structure

Central Hudson's IT department structures itself by what Central Hudson refers to as "Towers" split between Functional and Technical groupings representing domains of development comprised by the following:

- Functional Towers
  - Device Management
  - FICA (Financials)
  - Billing
  - Retail Choice
  - Customer Service/Solution Architecture
- Technical Towers
  - Release Management
  - Integrations
  - Development
  - BASIS/Infrastructure
  - Security
  - Testing

Each Tower has a “Tower Lead” role which manages a specific area of development within the SAP domain itself. Tower Leads are responsible for ensuring proper end-to-end flow of data for their respective processes including, but not limited to, incoming data, outgoing data, and any software integrations necessary to support data in transit or at-rest. Upon completion of core code changes to ABAP, the Retail Choice Tower then executes any integration steps needed to fulfil the scope of work regarding retail choice testing. Any external teams related to the current issue are notified of the impending change and any action needed from their teams. Central Hudson’s Director of Application Development serves a “Cross-Tower” role which oversees and is ultimately responsible for the successful, collective operations of each Tower.

Infrastructure Maintenance and Decision Making

Central Hudson engages with SAP directly for general maintenance activities utilizing a standard Managed IaaS business model. Service requests are sent from Central Hudson to SAP for downtime activities including, but not limited to, deploying Operating System (OS), security patches, and other general system updates. Any maintenance conducted by SAP will first be approved internally by Central Hudson who will then notify stakeholders and users of the upcoming system downtime.

PA concluded through its analysis that SAP itself has not implemented any major changes to Central Hudson’s CIS instance since go-live. Changes implemented to the instance have included, generally, infrastructure performance upgrades, security patches, and other minor system changes.

Change Management

At a high level, development decisions at Central Hudson are made on a ticket-by-ticket basis by the appropriate Tower Lead. Central Hudson also holds a defect triage twice per day between the SAP and AMS teams who evaluate tickets created via ServiceNow and decide which tickets will be pushed forward to Jira.

Documentation

Central Hudson provided the following documentation which collectively represents a standard set of development and system specifications. These documents have not been updated or

maintained since go-live. Rather, system alterations and code changes, as Changes Requests and Bugs in JIRA, are discreetly documented within SharePoint. The following documents are listed in order of logical hierarchy:

- **DR-0008/0010 Enterprise Software Applications CONFIDENTIAL**[11] – A complete list of enterprise level applications used by Central Hudson was provided to fulfil these data requests. This list includes the names of these applications, their software their versions, and migration paths (application environments from development to production). This document complies with industry standard for documentation as a high-level source of truth for the enterprise technology stack.
- **DR-0006 Functional Specifications CONFIDENTIAL**[10] – This collection of documents comprehensively outlines a detailed specification of each component of Central Hudson's billing solution within SAP. These documents comply with industry standard for documentation and change management.
- **DR-0005 SAP Configurations by Function CONFIDENTIAL**[9] – This collection of documents lists and details each configuration set up and change in SAP prior to go-live of Project Phoenix. These documents comply with industry standard for documentation and change management.
- **DR-0004 Project Plans by Feature for Project Phoenix CONFIDENTIAL** – These documents outline scopes of work to be completed as a component of Project Phoenix. Each document is derived from the above functional requirements documentation and developed into a detailed outline through development, configuration, and test scenarios. These documents comply with industry standard for documentation and change management.
- **DR-0021 Training Through Production Development Architecture CONFIDENTIAL**[14] – Central Hudson's training, development, testing, and production environments are outlined in this document. This diagram was designed at the enterprise service level grouping service environments by their service provider: CH Internal Network, SAP HANA Enterprise Cloud, and SAP Cloud Platform. This document complies with industry standard for documentation as a high-level source of truth for the development to production pathway of platform changes.
- **DR-0009 Meter and Billing Data Source/Sink Document by Workstream**[12] – This document outlines the endpoints in which data enters and exits components of Central

Hudson's billing solution. Each interface is grouped by workstream and includes details such as: sender, direction, vendor platform, receiver communication channel, and trigger for a data movement event. This document complies with industry standard for documentation as a source of truth for outlining the data interconnections of the system.

6.2.4 Meter data flow architecture findings

While Central Hudson provided functional documentation in part, a holistic detailed documentation of Central Hudson's system does not exist.

While DR-0004 CONFIDENTIAL and DR-0006 CONFIDENTIAL provide detailed design for the architecture of each business function and its integration requirements to others, there is no detailed diagram describing the relation of all these elements as one holistic system, nor any maintained documentation of platform and code and configuration changes. As confirmed by Central Hudson, updated platform and functional specifications exist as incremental changes documented in JIRA tickets which are linked to documents stored in SharePoint that contain the codified specification.

Relational Diagrams describing the relationships between functional components were not supported with technical details.

The scope of Central Hudson's holistic architectural documentation is limited to surface level detail. The maintained documentation lacks the information provided in DR-0004 CONFIDENTIAL and DR-0006 CONFIDENTIAL.

6.2.5 Recommendations

- PA recommends that Central Hudson incorporate an Enterprise Architect role responsible for the definition and modelling of high-level solution architecture across all systems
- PA recommends that Central Hudson designate a Senior Solution Architect responsible for project-level communication of solution architecture needs and goals

6.3 Development operations analysis

6.3.1 Approach

To holistically analyze the code changes since go-live and their effectiveness at addressing the purpose stated in their respective Jira tickets, as well as their effectiveness in addressing the issues listed in the OIE report, PA reviewed Central Hudson's developmental organization and operations. Understanding the ownership and documented policy of transforming business requirements into scopes of work, solution architecture, and delivery is critical to identifying any gaps or deficiencies in development-focused solutions. This knowledge in turn drives development practices and work efficacy at Central Hudson.

The development analysis of Project Phoenix includes an end-to end review of the development lifecycle as well as development best practices. As part of overall development operations analysis, PA performed a thorough review for Jira issues plausibly pertaining to the eleven enumerated OIE Report issues. For clarity and avoidance of doubt, Jira is an industry-standard issue tracking tool present in Central Hudson's enterprise landscape and used on an ongoing basis to track Central Hudson's defects. Jira is the main repository for Central Hudson's development work management and is the nexus for success in addressing both change requests and bugs in Central Hudson's billing solution. PA completed a thorough review and analysis of Jira tickets to assess work done against OIE issues, their linked root causes, and the effectiveness of implemented solutions. PA determined if issues were affirmed fixed, not fixed, or a fix could not be affirmed but no issue is seen at present.

6.3.2 Organizational analysis

Project Ownership

Tower Leads preside over the entire development process from end to end as it pertains to their functional component in Central Hudson's system. Tower Leads are the effective solution architects responsible for creating functional specifications and as product owners who prioritize scopes of work and are responsible for the entire delivery of the solution or fix. In the case of cross-discipline engagements, multiple Tower Leads may collaborate, but one Tower Lead is the sole owner. The success of inter-team integration is placed upon the main Tower Lead for a piece of work.

The responsibilities of transforming business requirements into platform implementations are split amongst two teams under oversight from the respective Tower Lead:

Functional Team

- Responsible for transforming business requirements into functional solution architecture for SAP
- Responsible for managing post-development testing conducted by the Technical Team

Technical Team

- Responsible for completing change requests and bugs as prioritized by the Tower Leads
- Conducts walkthrough meetings with functional owners of the Jira tickets to ensure there is a shared understanding
- Responsible for transforming functional architecture into technical architecture
- Responsible for executing program or code changes

6.3.3 SAP development best practices[16][17]

DR-0024 CHARM lifecycle and DR-0025 CONFIDENTIAL Naming Convention Document were provided in response to requesting documentation of Central Hudson's development policy and best practices. DR-0024 outlines the CHARM lifecycle for code defects and their remediation in Central Hudson's SAP environment. This document confirms to industry standards for a lifecycle and treatment of reported defects, although does not outline specific testing guidelines, etc. and is purely a process diagram. DR-0025 CONFIDENTIAL describes in detail naming convention policy for RICEFW objects specifically in the SAP system. This document also complies with industry standards and is suitable for use in Central Hudson's application of SAP.

6.3.4 Jira issue review

Jira Issue Scope and Selection[18][20]

As we began without a mapping of such Jira issues to OIE Report issues, we attempted to establish our own by querying Jira based on keywords in the OIE Report and leveraged the contents of DR-0040 CONFIDENTIAL & DR-0062 CONFIDENTIAL, together yielding some 167 Jira issues. Later we received a mapping from Central Hudson which yielded a net new 258 Jira issues, bringing the total to 424. These comprised 283 bugs, 46 change requests, and 95 tasks; 389 of which were done and 35 were incomplete.

JIRA Ticket Mapping Methodology

1. Use OIE issue keywords, synonyms, and report keywords to build a list of terms to feed a complex JIRA query for each issue
2. Use resulting tickets' titles and descriptions to build secondary list of terms and feed complex query for each issue
3. Aggregate all tickets returned with final query using primary and secondary term list for each OIE issue

Jira Issue Analysis

Each of the 424 Jira issues identified was exported to our proprietary tracker where we dispositioned various factors including the enterprise systems involved e.g. Core SAP, FCS, Biztalk, PI, etc. and whether they were technical or functional in nature, assessed the degree of quality of the Jira content itself on a series of criteria, and determined whether an ABAP code review was necessary (see section 3. ABAP Code Review) and the process, content, and final outcome of the code review. General and specific findings were derived from this analysis (see section 2.3 Findings.)

6.3.5 Findings

Tower Leads are both Solution architects and Product Owners

Updates to solution architecture and system specification documentation are handled on a functional basis and are contained in disjoint documents in SharePoint, most often accessed through their posting into JIRA tickets. As IT and PO roles are inherently separate and meant to complement each other, Central Hudson's current structure does not employ an essential role

for successfully defining and maintaining business requirements. This role also ensures traceability of platform change to business requirements as well as enforcement of functional performance indicators. Additionally, there does not exist a holistic functional definition of how these systems interrelate due to the collaborative nature of the Tower Leads and there being no hub person responsible for this task.

Root cause analysis documentation did not always include root cause in the analysis report

DR-0040 CONFIDENTIAL is a collection of documents outlining the root cause analyses that were conducted in response to the issues outlined in the OIE report, but are not directly mapped to them. These documents detail issues experienced on the platform at go-live, but several issues reviewed as part of the root cause analysis section of the report did not include the root cause of the issue in the analysis. Additionally, the analyses were not linked to overarching business requirements defined by Central Hudson nor to the issues detailed in the OIE report.

Scopes of work in JIRA have been categorized and grouped in a disparate fashion

PA's evaluation of Central Hudson's organization of tasks by project in Jira showed that tasks were not grouped in a way that enabled meaningful traceability on a project level. While PA was able to extract information required for its analysis utilizing soft-string matching techniques through Jira Query Language (JQL) searches, Central Hudson did not consistently and currently does not effectively employ usage of Jira's out-of-the-box tools such as ticket labels and tags to associate analysis and pieces of work with relevant business goals. During PA's analysis tags and labels were not able to effectively be used to map pieces of work to relevant issues and business goals. It is important to note that:

- Central Hudson did provide PA with a mapping of Jira tickets that Central Hudson identified as having a high positive impact on the issues identified in the OIE report (DR-0062 CONFIDENTIAL)
- The "Dunning" project, which is currently in progress, displays project planning qualities that are representative of industry standards and best practices

Quality of Development-Related Content in JIRA Tickets is inconsistent.

- The following information was not called out in most Jira tickets:

    - A problem statement describing the issue causing the bug or a business need necessitating a change request
    - A root cause if addressing a deficiency in the system
    - The proposed solution or remedy for the ticket
    - Acceptance criteria for the platform changes to have satisfied the initial purpose of the ticket
- Solution Design Documentation was not correctly linked to Jira tickets and when it was directly added, it was insufficient. A lack of contextual documentation, callouts to screen shots, and appropriate description of steps have resulted in documentation that is unable to entirely affirm corrective actions.

Testing and Traceability in JIRA has not been consistently nor completely implemented.

- Ongoing progress is tracked in three separate tabs under the Activity section: Comments, History, and Activity. Major action, decisions, state changes, and the like should be logged in the comments/reflected in the description. This information is commonly available spread across this History, Activity, and Work Log tabs. This inconsistency inherently creates confusion in evaluation of ticket status as, without a singular point of visibility, one must look at each tab to understand what progress has been made on the ticket.
- Bugs tracked because of testing defects are linked unidirectionally. Users can access the bug ticket from the original issue, but not in the reverse direction. Without the visibility of parent issues at the bug level, the context of the issue fix is lost, and the only information provided is solely in the bug ticket.
- Test cases, scenarios, and their associate issues are unidirectional where implemented. Central Hudson has not implemented this linking at all until very recently.
- Jira PP-17449: Testing exception without comment as to whether it will be fixed separately under other Jira or what the disposition is (Test results mention an exception for installation [redacted] when mass drop tcode used" and don't specify follow-on work being necessary, this leaves some doubt regarding completeness).
- A significant portion of Jira tickets do not contain a comprehensive list of the relevant transport requests or other work items (including non-SAP) comprising the fix.

Continuous Integration and Delivery Does Not Exist as a Practice.

- Upon PA's inquiry, Central Hudson stated that they maintain no standardized unit tests for general testing and approval of each incremental platform change.
- Upon PA's inquiry, Central Hudson stated that they maintain no standardized integration tests for functional systems. Integrations are handled on a per-ticket basis by the respective tower lead and are tested in accordance with the appropriate ticket.

Current Solution Design Architecture has not been kept up to date.

Since go-live, we have not been made aware of any updates to the holistic architectures depicted in DR-0004 Project Plans by Feature for Project Phoenix CONFIDENTIAL or DR-0006 Functional Specifications CONFIDENTIAL. In-part, solution architecture and functional specification documentation have been made relative to each JIRA ticket containing a platform change, but links to the SharePoint locations to where they are stored no longer correctly point to the files they have once referenced.

Current Development Standards are not codified.

- Both internally and working with different vendors across the life of Project Phoenix, Central Hudson has relied on a naming convention documentation and senior oversight to ensure code quality.
- Senior developers give new developers direct guidance on exactly how they want the job to be done.
- Senior developers will watch new developers closely in the beginning of their tenure and assess their work.
- Developers are expected to have an active relationship with their peers and leadership to obtain knowledge and remove blockers.

6.3.6 Recommendation roadmap

Grouping of Work

- Create a functional backlog that is managed and used to choreograph work within development increments.
- Group work under incremental projects defined by business requirements.
- Implement standardized criteria to enforce consistent linking of related issues.

JIRA Best Practices

To enable traceability and holistic knowledge of the current system, its defects, and any in-flight work, create and enforce a best practices document outlining current policies and work management policies. Specific policy improvements have been identified, but are not limited to, the list below:

- Do not use one key to represent a collection of issues. Use every applicable key and create new keys for specific projects, scopes of work, functional component, and business requirements.
- Consistently populate the relationships between multiple Jira keys in the designated fields
- Minimum content called out in ticket description:
    - Give an accurate problem statement
    - List the root cause if known. If not, create root cause analysis ticket to identify the component(s) of the platform in need of remedy
    - List the Acceptance criteria
    - List the proposed solution
    - List the accepted resolution
    - Attach test results and approval
    - Mark the activity step that it has been imported to production once UAT passed and code is slated for deployment
- Standardize traceability of work tracking by enforcing utilization of one Jira ticket component, Comments, where any major events are tracked. The work tracked should always be traceable against the called-out items listed in the description and the description call outs updated as work is completed

- Enforce Jira tickets containing an accurate and comprehensive list of the relevant transport requests or other work items (including non-SAP) comprising the fix
- Do not close Jira tickets until the relevant transport requests have been tested and imported to production
- Testing: DR-0065 JIRA Test Execution CONFIDENTIAL
    - Create documentation on how to create these tests and require them to be made
    - Enforce a more detailed use of PSR (Problem Step Recorder) or similar recording software when creating screenshot and commented documentation

6.4 ABAP code analysis

6.4.1 Approach

For each Jira issue where ABAP code was involved, the associated transport request numbers were inspected to view the list of programs and/or function module names that were prospectively to be migrated to production as part of the fix. Source code of those programs or function modules was opened and viewed to see if indeed the fix had arrived in production, and the actual changed source code lines were carefully inspected, along with any inline comments about them, to ascertain and characterize the nature of the fix. Within obvious limitations of contextual awareness as to how this code may relate to the overall SAP ecosystem, we applied 40 years of combined ABAP coding experience and expertise to attempt to opine on the efficacy of each fix, what its potential for downstream risks or ramifications may be, and whether the fix was of satisfactory quality from an ABAP syntax, algorithmic, and best practices perspective.

6.4.2 Functional description/introduction

424 Jira issues were selected for code review, distributed among the issue categories as follows:

			Status		Quality of Completed Tickets			
OIE Category or Doc Reference	Description	Code Reviewed	Complete	Incomplete	Satisfactory or Immediate Issue Addressed	Unsatisfactory	Lacking Traceability Required for Validation	Comments
001	Dissonance between meter read date and billing date and the different commodity rate that's used	13	12	1	12	0	0	
002	Accuracy issues related to Retail choice customers	29	29	0	27	1	1	Some turned out to involve configuration rather than code; one portal related
003	Validate that issues with Solar customers (generation data, double billing from estimation, double billing from budget bills)	9	9	0	9	0	0	A data fix was made in production for one issue, but root cause was not disclosed so could not assess whether recurrence prevented
004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	5	5	0	5	0	0	
005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information	28	22	6	22	0	0	

	about their subscribers							
006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date, including the Summary at a Glance section of budget bills and the annual adjustment presentation, which was not accurate	22	22	0	22	0	0	
007	Net metered bills – There was a misalignment between the bimonthly meter reads, the billing of net metering, and the SAP requirement of a monthly meter reading necessary to issue a budget bill	3	3	0	3	0	0	
008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit, the billing document reverted to $0 or negative, resulting in an incorrectly updated budget differential	12	11	1	11	0	0	
009	Issues with number of budget billing	5	5	0	5	0	0	

	installments as a result of rebills							
010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems, ESCOs, net generation module, and any others	140	134	6	134	0	0	This category was comprised of exclusively of EDI rather than source code issues, EDI files were not searchable. See *Section 5. EDI Analysis* for findings and commentary.
011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	42	37	5	35	0	2	Some issues turned out to involve configuration rather than code, or data fixes where root cause was not disclosed so could not assess whether recurrence prevented
DR-0040 CONFIDENTIAL (Non-DR-0062 CONFIDENTIAL)	N/A	92	76	16	60	0	16	For five of the issues said to be complete, the comments reported that the ticket was still being worked; and the work in progress was not of a state that could be assessed. For the three said to be in progress, the work was assessed as satisfactory.
DR-0062 CONFIDENTIAL	N/A	24	24	0	21	1	2	For two of the issues that claimed to be complete the work was not found in

								production, and the69 documentation of the Jira itself was deemed poor. [@Panorama input here as to remaining three.]
TOTAL		424	389	35	366	2	21	

Table 2. *Jira Issue Statistics Table Per OIE Issue*

6.4.3 Findings

Overall, for OIE issue categories 001-009 and 011, the ABAP code observed was within industry standard norms. No glaring deficiencies were observed in the coding or technical methods used. In some cases, code was commented in accordance with best practices and in other cases not commented in a way that reviewers could identify the purpose and methodology used during the development of the code. Additionally, PA observed the frequent use of hard-coded values rather than the best practice of using variables or named constants to store these values. OIE category 010 involved EDI rather than ABAP and this has been addressed under Section 5, EDI Analysis below.

Granular analysis on a per-ticket level may be reviewed in Attachment 2: JIRA and Platform Change Analysis Tracker.

On changes not being found in production, here is an example of how this was discerned:

While analysing Jira ticket number: PP-15968 referencing Transport number DS4K932086, inspection of the transport log did not show this transport number as imported to the production environment.

SAP Transport Traceability is unavailable

Industry standard SE* t-codes do not make import logs available to show which transports were brought into production. Although Central Hudson has the ability to trace their transports without these specific SE* t-codes, it is not being done by industry best practices.

OSS notes with SAP are unlinked in production

OSS notes have been and are currently being used to log correction notes in SAP to a fine industry standard. However, the previous testing notes have been unlinked due to a refresh/reinitialization of the environment. The production IDOC's were not accessible by the PA team, but were available upon request by Central Hudson. This disables the development and testing teams from being able to trace correction notes from previous work within SAP.

6.4.4 Recommendation roadmap

ABAP Code Development

- Ensure that changes are commented in transport log comments at top of program or other source code entity having transport number, SAP note number, developer name, date, and description
- Ensure that changes are commented inline at places they occur in source code with transport number, developer name, and "<ins>" or "<del>" for inserted or deleted code lines respectively
- Always use named constants or variables instead of hardcoded literal values
- Follow a written set of ABAP development guidelines more comprehensive than naming standards. This includes, but is not limited to: development methodology for algorithmic and technical methods choices, covering everything from use of particular ABAP keywords, to database and runtime optimization techniques

Root Cause Analysis Documents

Document the actual root cause of an identified platform issue.

6.5 Meter Data Collection Analysis

Figure 4. *FCS solution architecture.*

Central Hudson's meter data collection system is an implementation of the Itron product, FCS (Field Collection System). The majority of meter read data is collected through AMR and manual inspection of customer meters. As seen in the lower track of the figure above, meter reads are aggregated on the workforce's handheld devices and then uploaded from an onsite terminal to a file storage system as xml. The minority of meter reads are done through a cellular AMI network depicted in the upper track in the diagram above. The AMI meters report their data through Itron's MDM middleware service and then are transferred through a secure connection to Central Hudson. The incoming AMI data is handled by SAP AMI Integration for Utilities. Incoming meter data from Central Hudson's on-premise file server (CIFS) comes to the SAP application server via an Azure ExpressRoute tunnel and then ingested through SAP PI on to an ABAP proxy along with AMI data.

6.5.2 Approach

To understand the overall architecture in its current state, a data flow diagram from Central Hudson's on-premise file servers to their SAP HANA instance was provided and attached as DR-0049 FCS Integration Diagram CONFIDENTIAL. This diagram provided direction for

interviews with the following leaders in Central Hudson: Director of Application Development, Mike Mckeehan, Project Manager, Joe Pesante, and Metering Services program manager, Tom Su. It also served as a starting point for the diagram shown above. To assess the current state of the system, access to the systems comprising the FCS pipeline, mainly FCS, was acquired to conduct in-depth review. Access to the on-premise file server for meter data as well as SAP HANA was also acquired to affirm data integrity reported by FCS.

The review conducted via the FCS interface included the following:

Components of Dashboard Views:

- The default view depicts the completion of meter reads of all routes as a percentage per cycle on the left. Completion is shown as pie charts per cycle of various percentages of read status: Read, Missing, Skipped, and Forced Complete. The right view shows similar pie charts, but rather the route assignment status proportions by cycle. These statuses include: Unassigned, Assigned, Loaded, Unloaded, Posted, and Error. These statuses refer to the state of the meter read data collected on route assignments in each cycle from becoming assigned to be read until it is posted into the SAP filesystem.
- An alternate view shows the completion of meter reads per route groupings (Fishkill, Poughkeepsie, etc.) for the current cycle. The data is depicted as bar graphs for each route group showing three scenarios:
    - The top two graphs show a comparison of number of in process meter reads to exported meter reads holistically by date. This is split into two views for scheduled read date and critical read dates of the meter reads.
    - The third graph compares the amount of time spent progressing meter reads and the estimated amount of time left to complete the reads.

Components of the Basic Operation Center:

- Route status by cycle table (Can be viewed in its own tab for greater detail)
    - A table showing a row for each route, represented by Route ID, for each cycle ordered by cycle number. This is the same data driving the dashboard views described above. The following columns show route completion characteristics in this table:

        - RouteID: Shows a unique alphanumeric ID used as a primary key to identify assignable routes for Central Hudson's meter reading solution.
        - Cycle: Shows a two-digit number as a primary key to identify cycles in which particular routes are to be read.
        - Route Status: Depicts an icon representing completeness of meter reads and their upload to S4.
        - Meter Count: Shows the number of meters in a route for a given read cycle.
        - Percent Complete: Shows a decimal percentage of the number of meters that have has complete reads.
        - Meter No Output Count: Shows the number of meters that Central Hudson observed no data output from in a route for a given read cycle.
        - Missed Reads: Shows the number of meters that Central Hudson missed reading data in a route for a given read cycle.
        - Skip Count: Shows the number of meters that Central Hudson skipped reading data in a route for a given read cycle.
- Data collector/user table
    - This table shows a singular-column list of each data collector represented by their collector ID or a singular-column list of each system user represented by their last, then first name.
- Assignment completion by route and cycle table
    - This table lists all route assignments by route ID and then groups them by cycle number. It is meant to show the status of loading meter data into the on-premise filesystem and then posting it to SAP. The following columns are provided by this table:
        - RouteID: Shows a unique alphanumeric ID used as a primary key to identify assignable routes for Central Hudson's meter reading solution.
        - Cycle: Shows a two-digit number as a primary key to identify cycles in which routes are to be read.
        - Assigned To: This column returns the first and last name of the user assigned.
        - Data Collector: This column returns the alphanumeric ID associated to the collector device to be used to read meter data.

- File ID: This column returns a single character ID for the file in which the read data is stored for that particular route and cycle.
- Work Filter: This column shows whether data read in a particular route has been processed or not. If route data has not been processed, “Unprocessed” is listed here. If the data has been processed, there is no value present.
- Loaded: This column returns the status of meter data as either loaded or not loaded to the on-premise file system. This is done by using a check mark icon for the done state and a red circle for the not done state.
- Posted: This column returns the status of meter data as either posted or not posted to the SAP file system. This is done by using a check mark icon for the done state and a red circle for the not done state.

Reports Ran:

- Skip Code list
  - This report is comprised of a list of all skip codes used in metering system. Each code describes a scenario where the meter was not able to be read except for a final code that denotes free-form text to be input to describe a scenario not included in the scope of the provided codes. Because of the infrequent use of free-form inputs for reasons not covered by these codes, the current list appears to be sufficient.
- Missed and Skipped Meter Readings
  - This report provides a comprehensive list of missed and skipped meter readings with customer info, skip code, and free-form text if applicable since the first reading cycle of this year. A review was done to validate the status of the dashboard reporting the skips and force completes. An analysis was done to identify the general profile of free-form text inputs as well as affirm appropriate usage for repeated/grouped skips in a cycle.
- Route Data
  - This report outputs the data extracted from each meter per route and per cycle. This is the data supporting the dashboard view of the route statuses.

Further Considerations

A review of Oracle Fusion Middleware SOA for workforce management was considered, but deemed non-impactful to any issues we are viewing and out of scope. Specifically, this software is used for individual work order management rather than route assignment and data management.

6.5.3 Findings

Route completion

- Reports and dashboards regarding route assignments show no issues. All data is being reported as loaded and posted on schedule.
- Reports and dashboards regarding route data processing show no issues processing data in on-premise filesystems and uploading to SAP. All rows that have been processed for listed routes and cycles display no errors.

Data ingestion into S4 HANA

- Reports and dashboards regarding importing AMR and manual read data from on-premise filesystems to SAP display no issues. All rows depicting an attempted upload of data show successful completion for listed routes and cycles with no errors.
- Through PA's JIRA analysis of issues pertaining to the OIE report, tickets regarding AMI meter data were grouped and analysed as part of this review as well. PA found the fixes to be adequate, however lacking root cause analysis as stated in Section 5.3: Development Operations Analysis.

Skip Code Usage Policy Requires Enforcement

- PA conducted a review of anomalies in free-form skip codes and frequently skipped meters/groups of meters and found the following:
    - The meter read data groups where we have seen repeated skip code usage were reviewed for their codes related to meter access. They have been

confirmed to be instances of multi-unit instalments where meter access has a single point of failure.

- The majority of scenarios where free-form entries are made in FCS are covered by existing skip codes.
- There exists a small minority of free-form skip codes that do not contain any text or text that is not helpful.

6.5.4 Recommendation Roadmap

Platform

Nothing to-be-improved has been identified in terms of issues with the platform or it's physical implementation as it stands.

Operational

Recommend addressing the minor abuse of free-form entries by expanding skip codes, enforcing addressable skip codes, enforcing using existing skip codes.

6.6 EDI Analysis

6.6.1 Approach

PA performed a holistic analysis of Central Hudson's Jira platform, SAP systems (S4 & PI/PO), and OpenText Bizlink to determine the exact cause of any potential EDI issues. PA requested the relevant IDOCs from Central Hudson necessary to support this analysis, however, Central Hudson was unable to extract historical test information due to environment refreshes in SAP (SS4). IDOC's were provided for production changes when requested. For example, IDOC number 4202068 for Jira ticket PP-17571 was provided upon request. Through analysis of related Jira tickets and inspection of Central Hudson's EDI systems, PA was able to determine that fixes implemented by Central Hudson resolved the associated issues identified in the

tickets. The EDI-related Jira tickets analyzed can be viewed in Attachment 2: JIRA and Platform Change Analysis Tracker, under the “Issue Tracker” tab filtering for the category ID’s (column A) 010 and 011.

DR-0014 CONFIDENTIAL was provided as current state architecture documentation for Central Hudson’s EDI solution and can be referenced in Section 6.2.2 Solution architecture history. The below diagram was produced by PA to depict the platform as it pertains to this report.

Figure 5. *EDI solution architecture*

Current Infrastructure and implementation

Central Hudson utilizes OpenText BizManager which is an industry standard product used for searching INBOUND & OUTBOUND EDI files. BizManager is an essential tool that acts as the gateway for company-wide EDI transactions and communicates with the SAP system via PI/PO.

6.6.3 Findings

Business stakeholder approval on JIRA tickets was unclear

PA's analysis found that Central Hudson did not make use of a specific field in Jira tickets specifying the business approver. While a certain ticket may state that it is fixed, PA was not able to ascertain in many cases whether the actual functionality was approved by the business stakeholders. Examples of this are Jira tickets: PP-18641, PP-15047, and PP-17814. Further examples can be viewed in Attachment 2 - JIRA and Platform Change Analysis Tracker. Validation from business stakeholders regarding the functionality and efficacy of code changes must be made clearly visible, or the fix can be interpreted as incomplete.

Many Jira tickets analysed showed a status of “DONE,” but it is unclear from analysis of the comments section whether the issue is truly resolved. PA has provided the ticket below as an example of this finding:

JIRA ticket PP-18164 required direct confirmation with Central Hudson to affirm the root cause was solved.

No Implementation of Standard EDI / Interface Message Lifecycle Management reporting tools

EDI Lifecycle management is essential for organizations such as Central Hudson who have a large volume of EDI/FlatFile/XML messages INBOUND & OUTBOUND. Generally, EDI Lifecycle management is the pulse and health of the company in terms of revenue, collections, operations, problems & issues. If a company doesn’t constantly monitor these messages, and doesn’t have a remediation plan to fix the issues as they come up, the company is at risk of revenue and collections issues. It is important to note that Central Hudson’s implementation of EDI only concerns retail choice data transactions. Most revenue and operations of Central Hudson’s do not run through their EDI systems.

All EDI/FlatFile/XML messages have a lifecycle, and it is the job of the EDI manager to see that all EDI/FlatFile/XML messages in the lifecycle of the business process have been completed and acknowledged (ACK) successfully. Messages which are not completed successfully or have not been acknowledged (ACK), need to be called out in an exception report. For example, an EDI 810 message originates in SAP as a billing document with number XYZ1234 which gets sent to [redacted] for conversion from an [redacted] format. Once the 810 EDI file is created, [redacted] then sends it to [redacted] to be sent out to the customers. The customer once receiving the EDI 810 Invoice must send out an EDI 997 ACK message back to Central Hudson.

OpenText provides out-of-the-box reporting solutions which show the EDI message lifecycle to facilitate analyst evaluation of the completion and closure of the business process cycle. Implementation of this, or similar, solutions are industry standard and will show, for example, which EDI 810 messages have been “ACKED” or not and whether the EDI 810 Invoices have been “Accepted”, vs. “Rejected” by the Trading Partners. PA’s analysis did not show the presence of a reporting tool of this kind implemented at Central Hudson.

Defect documentation, such as screenshots of the issue and similar confirmation of the resolution were missing from most JIRA tickets

Usually, a list of images with labels and no call outs are provided to show final state, but no acceptance criteria or context are provided.

Evidence of different Test Scenarios missing

Through its analysis, PA was unable to find documents containing the different test scenarios for each EDI issue.

The example Jira ticket provided below has a status of “DONE” and is approved in the comment section, but the ticket contains no evidence of which Test Scenarios were executed as part of testing.

An example of this is Jira Ticket PP-17571 and further examples can be found in Attachment 2 - JIRA and Platform Change Analysis Tracker.

General tracking and traceability of PI/PO changes was not sufficient

Central Hudson’s SAP PI/PO system uses CTS and File transport Imports within a CHARM (SAP Change Request Management) lifecycle. Per SAP standard practice Central Hudson should select one of these methods to enable proper traceability. In addition, PA found that changes implemented to the PI/PO program did not have Transport numbers attached in associated Jira tickets. These tickets can be seen in Attachment 4 – JIRA Issues Without Transport Numbers. Without the association of transport numbers to these tickets, tracking of PI/PO changes or updates is not possible. Lastly, many Jira tickets analysed by PA did not have the XML files attached as proof of mapping change test results which made validation past employee confirmation of change results impossible in these cases.

6.6.4 Recommendation Roadmap

- Create End to End Testing spreadsheet with original Incident#, Requirement it satisfies, Stakeholder Approval, Passed/Failed etc.

- Create different Test scenarios if it is not already there for each EDI message being tested and validated.
- EDI message Lifecyle report can be generated and shared with the management team to get an insight of the EDI errors and to address the problems.
- Create an exception report if the EDI 997 ACK is not received by Central Hudson.
- Create a stitching report which maps all IDs from interface logging and monitoring systems as well as from development tracking and ticketing systems such as Jira and ServiceNow. A stitching report is used for obtaining an end to end visibility of different landscapes by creating a Stitching/Dashboard report which ties all IDs together from different systems so that Issues/Bugs/Transport IDs/Change/RICEF Requests from one system can be tracked with their counterparts related to other systems.
- Create a generic “reference ID” to act as a unique identifier for each item in the stitching report.

7 Estimation algorithm analysis

7.1 Estimation algorithm and process

7.1.1 Estimation algorithm history

Prior to the integration of SAP’s Customer Relationship & Billing business process (“SAP process”), Central Hudson operated with a series of bill estimation algorithms (“methods”) to calculate a customer’s interim bill based on prior usage history. This methodology included numerous ‘methods’ of calculating estimates and followed certain selection logic to determine which ‘method’ would be used based on the amount of historical customer usage data available (e.g., if the required information needed to calculate the interim usage for ‘Method 1’ is not available, Central Hudson’s legacy CIS system would continue to the next ‘method’).[21]

Upon SAP implementation and go-live, Central Hudson discontinued the use of the previous estimation algorithms / methods (and associated selection logic) and began utilizing the standard SAP estimation algorithm and process; an out-of-the-box process that is inherent to the SAP system and widely used across the utility industry. The SAP estimation process consists of three independent algorithms which are selectively calculated based on the customer’s meter history; specifically, how much usage data has been captured and/or recorded, similar to Central Hudson’s legacy CIS system. This change in estimation algorithms

did not cause an impact on customer billing as the estimation algorithms for Central Hudson's legacy system and SAP are both rooted in utilizing historical data to estimate current usage. Each algorithm and the associated selection criteria is detailed in the table below.

Algorithm Selection Criteria	Algorithm Details
If customer usage data = 0 ***(Customer does not have any history, new install, etc.)*** ****First month can be an 'actual' read or an estimate using the default usage set at the installation as the basis for the estimation calculation***	$\frac{\text{month 1* (actual reading)}}{\text{number of days in month 1}} = \text{usage per day} \times \text{number of days in month 2} = \textbf{estimated usage}$
Customer usage data < 6 months ***(Customer has less than 6 months' usage data history)***	$\frac{\text{previous consumption period}}{\text{previous consumption period days}} = \text{usage per day} \times \text{next data month days} = \text{estimated usage}$ previous month reading + estimated usage = **estimated meter read**
Customer usage data > 12 months ***(Customer has more than 12 months' usage data history)***	$\frac{\text{previous consumption period (same month prior year)}}{\text{previous consumption period days (days per month previous year)}} = \text{previous period usage per day} \times \text{next data month days} = \text{estimated usage}$ previous month reading + estimated usage = **estimated meter read**

Table 3. *SAP estimation selection criteria and algorithms.*

****Note**: "Month 1" is used here to indicate the 'period of prior consumption' and not the first month of actual meter reading.*

7.1.2 Estimation algorithm process in SAP[22]

Central Hudson designed the below billing and invoicing process for registered meters during Project Phoenix. As a note, this diagram does not display the entire meter-to-cash billing process as it's focused on the estimation-related portion.

Figure 6. Central Hudson 'to be' flowchart in Project Phoenix documentation (DR-0011: "Billing Calculation Documentation" CONFIDENTIAL).

This figure shows two items as the inputs. The first being – ***batch job preparation*** – this is the interim month estimation which is prepared for every account. The second is – ***meter reading data*** – which is the download of the actual usage data from field collection tools (e.g., handhelds) or customer provided-data using SAP's meter reading upload feature where customers can upload and verify their monthly usage data. If an actual reading is present, SAP uses that as opposed to the estimate. SAP then takes the input data and processes the bill to invoice which is eventually output to the customer.

During the SAP billing and invoicing process, SAP will take the input data (actual or estimate) and assign one of three results. It will evaluate, based on historical customer usage data, utilizing those pre-set algorithms, if the actual meter reading or estimated usage amount:

1. Is accurate or "plausible,"
2. Does not align with historical consumption data and is therefore "implausible," or
3. Contains a formal error and will not be saved in SAP

In the first two instances, the input data will be accepted, saved, and progressed to the next step. For 'plausible' cases, nothing will be triggered within SAP and the billing and invoicing process will continue as normal. For the 'implausible' cases, SAP will immediately generate a Business Process Exception Management (BPEM) case. BPEM cases are assigned specific "case categories" which are codes that provide detail on the individual BPEM ticket.

Estimation-related case categories are MR04 (bill is estimated to be too high in reference to historical data) and MR15 (bill is estimated to be too low in reference to historical data). Once the BPEM case is generated, Central Hudson is notified and provided with detailed information on the specifics around the 'implausible.' Once Central Hudson is notified, a 7-day countdown begins where the customer service department can resolve the BPEM case by addressing the error causing the BPEM notification. An example of resolving a BPEM case is to have a meter reader go back into the field and conduct a second meter reading to confirm initial data entry (i.e., fixing a data entry error). If resolution is not achieved within that 7-day window, the case will automatically progress to the next stage and an estimated bill will be created for the customer.

7.1.3 Estimation algorithm usage

Unique to the utility industry, Central Hudson conducts bi-monthly (once every two months) meter readings (also called "meter reads") as opposed to monthly meter reads. Central Hudson has maintained this practice since 2016. Customers are on a set schedule to determine which month they receive an actual reading vs. an estimated bill. Central Hudson currently has roughly 140,000 customers that receive bi-monthly meter reads and therefore, estimated bills. Below is a table providing the breakdown of Central Hudson's customer groups identifying the frequency of meter reads and associated billing.

Customer Group	Bi-monthly		Monthly	
	Meter Read	Billing	Meter Read	Billing
Electric and Gas Residential Customers	X			X
Net-metered non-budget	X	X		
Net-metered budget	X			X*
Demand			X	X

Table 4. *Central Hudson customer groups and associated billing frequency.*

***Note**: Net-metered budget customers receive a bill every single month with their installment. The bill in the "interim month" simply contains budget information and does not contain meter reading details as no estimate or meter reading took place.*

7.1.4 Bi-monthly estimates vs. estimated-related BPEMs

As PA Consulting conducted ongoing monitoring and evaluation efforts, it became evident that the term "estimate(s)" was used in multiple different contexts creating several, independent meanings of the word. It is important to distinguish two key meanings (i.e., uses of the term) as these each have an independent root cause, represent different segments of data, and respond differently to the implementation of certain corrective actions.

1. **Bi-monthly estimates** are the result of Central Hudson's bi-monthly meter reading process where a customer receives an estimated bill during interim months when a meter read is not conducted and is not considered an 'actual.' As defined in Case 22-M-0645 '*Proceeding on Motion of the Commission Concerning Central Hudson Gas & Electric Corporation's Development and Deployment of Modifications to its Customer Information and Billing System and Resulting Impacts on Billing Accuracy, Timeliness, and Errors*,' Central Hudson defined a bi-monthly estimate as "For interim months without an actual meter read, the bills would be based on estimates "derived using algorithms that reflect the likelihood that circumstances and usage may well change between the first and second month of a two-month meter reading interval."
2. **Estimation-related BPEMs** are the result when the data from a meter reading, either an actual meter read or an estimate is determined as 'implausible' by SAP when comparing the entered data with SAP's inherent historical usage data algorithms and is flagged for additional review and corrective action.

The distinction between the two is not only critical to identify the root cause and corrective action, but is key in understanding which process customers are experiencing frustration with. It is PA Consulting's understanding that customer complaints have been received by the NY DPS regarding "estimates" or "the estimation process." This is in alignment with the customer sentiment and associated messages presented to Central Hudson through various feedback loops including the contact center, public forums, survey responses, and other ad hoc ways that were utilized since SAP go-live.

An attempt was taken by PA Consulting to understand and distinguish which customer complaints identified as 'estimates' could be attributed to an actual estimation-related issue (bi-monthly estimate or estimation-related BPEM) but due to complex estimation and billing process, in addition to the absence of a customer complaint tracking process put in place by

Central Hudson, this is not possible. In addition, customers are not expected to understand this distinction and therefore would not be able to provide feedback regarding the distinction between the two accurately.

An estimation-related BPEM is purely the notification mechanism to inform Central Hudson that something with the result of the estimation algorithm for a particular customer does not meet the set criteria and is deemed implausible. Since the change in estimation algorithms was determined to not cause any issues, it's clear that bi-monthly meter reads and the associated estimation process is the root cause. The estimation process uses historically estimated data and is therefore, not accurate.

It is fair to say that customers are frustrated with both issues, the bi-monthly estimates, as well as the estimation-related BPEMs. The customer frustration with the bi-monthly estimates is caused by the estimations, and estimated bill's, accuracy. The customer frustration caused by estimation-related BPEMs is likely due to the extensive backlog created shortly after SAP go-live of implausible BPEMs which were not worked down in a timely manner and therefore allowing inaccurate estimated bills to reach customers.

7.2 SAP integration impact on estimation algorithm and process

As stated in the December 2022 New York State Department of Public Service Report "*In the Matter of an Investigation by the DPS Office of Investigations and Enforcement Into Central Hudson Gas & Electric Corporation's Development and Deployment of Modifications to its Customer Information and Billing System and Resulting Impacts on Billing Accuracy, Timeliness, and Errors*," Central Hudson faced immediate problems with the SAP estimation process. This is evident by the number of estimation-related BPEM cases generated in the first month after go-live followed by the subsequent months. In September 2021,16,684 new estimation-related BPEM cases were generated. The next month, October 2021, 17,558 new estimation-related BPEM cases were generated followed by 22,202 new cases in November 2021. In December 2021, the number of estimation-related BPEMs generated reduced slightly to 19,567. The figure below shows the number of estimation-related BPEMs (BPEM case categories MR04 and MR15) generated each month after SAP implementation through the end of 2021.

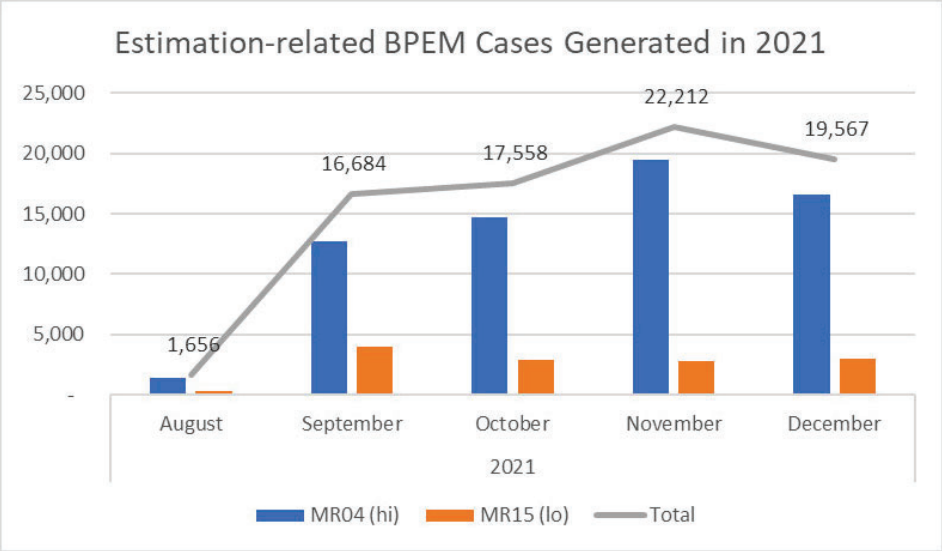

Figure 7. *Estimation-related BPEM cases generated in 2021.*

As part of this engagement, PA reviewed the application of the SAP estimation process to Central Hudson's unique bi-monthly meter reading protocol to determine whether the integration of the SAP system, including the use of different estimation algorithms (from legacy CIS to SAP CIS), created an uptick in bill estimation implausibles and associated customer complaints. Below shows the number of estimated bills generated by month beginning in January 2018 through November 2023. The peak number of estimated bills occurred roughly three months after the implementation of SAP. Beginning in 2022, the rate of estimated bills being generated experienced a relative decline, with a few exceptional peaks, until the first correction action was implemented in March 2023. April experiences a drastic reduction in estimated bills and the following months remain at that level.

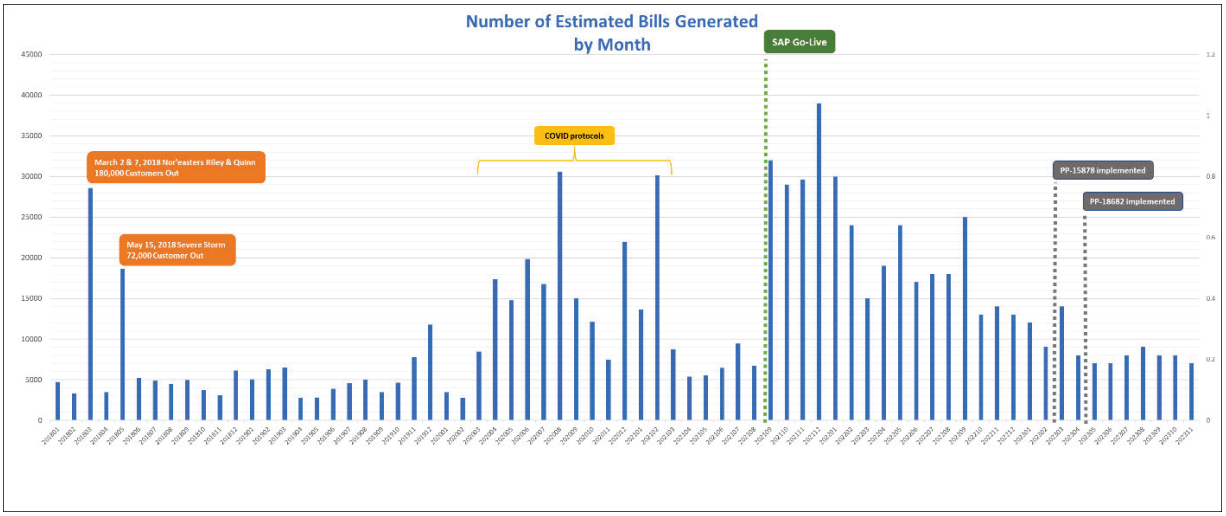

Figure 8. *Number of estimated bills generated by month (January 2018 – November 2023).*

An interesting finding in the data above shows the number of estimated bills generated directly after SAP go-live is similar to the number of estimates generated during the March 2018 Nor'easters Riley & Quinn which caused a total of 180,000 customer outages. Since Central Hudson does not track the number of customer complaints that come in due to estimates, PA Consulting was unable to determine if Central Hudson received the same amount of customer complaints during both periods, or more during one period (e.g., customers complained more during / after storms or post-SAP integration). It is typical within the industry to experience an influx of customer feedback during and immediately after storm events. For system integration issues, you would see the typical peak of customer complaints once the issues reached and impacted the customers. Since each customer is on a different schedule to when they receive an estimated bill, it's difficult to tell when each customer would have been specifically impacted and therefore, when a complaint could have come in (e.g., second month after SAP go-live or third, etc.).

Central Hudson was asked to identify the root cause of, "if the estimation algorithm(s) remained the same before and after the implementation of SAP, why were there more customer complaints after SAP implementation than before?" Central Hudson provided the below data in response. The below graph shows the number of estimated bills generated by month during the referenced timeframe overlaid by the associated commodity price. Central Hudson stated that it believes, 'external factors like commodity pricing had a considerable influence on the amount of customers complaints received directly after SAP go-live that contributed to negative customer sentiment.' PA Consulting did not follow up on this statement since any customer complaint data to verify this assertion is not available. In the utility industry, it is common to see external factors be inaccurately attributed to something due to misidentifying the root cause of the true issue from the customer perspective.

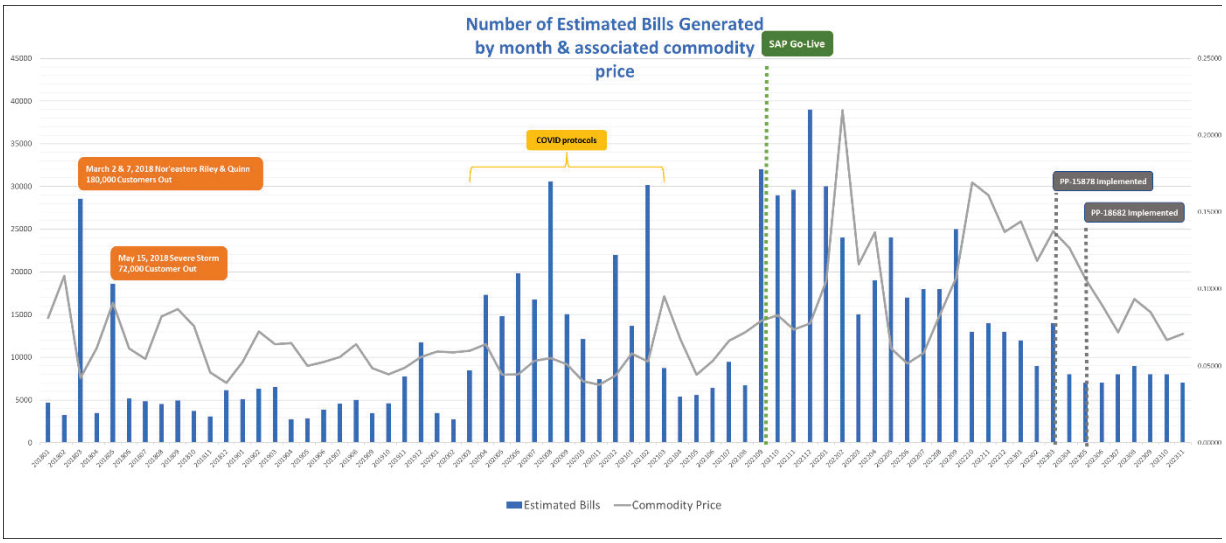

Figure 9. *Commodity price by month (January 2018 – November 2023).*

7.3 Findings and recommendations

PA Consulting reviewed and evaluated the provided documents, in addition to meeting with various Central Hudson representatives, to determine the effectiveness, sustainability, and future achievability (if applicable) to any corrective actions. Central Hudson provided the following documentation that detailed historical corrective action addressing estimation-related BPEM cases:

- Subcontractor statements of work / signed contracts including scope of engagements
- JIRA tickets including details on specific completed SAP configuration or other system- or process-related changes
- 2023 BPEM Optimization Plan
- 2023 Monthly Meter Reading Plan

7.3.1 SAP integration flaws

The primary cause of estimation “errors” (estimation-related BPEM generated from implausibles) after SAP go-live does not involve the SAP system itself or its inherent estimation algorithms. SAP is designed to operate with ‘actual’ monthly meter / usage data every month. Since Central Hudson only reads meters every other month, a configuration was added to support this frequency change in SAP. Configuring SAP to operate with bi-monthly estimates is a novel concept in the utility industry. To our knowledge, there is no other utility that operates with bi-monthly meter reads and therefore, no application of SAP with this type of custom

configuration. This makes it difficult to compare this type of configuration against other applications to understand if there was a defect in the configuration. Since the process worked as designed, it's implied that there was no fault in the configuration but understanding if the SAP system, or any customer information and billing system, can handle this type of configuration successfully would have been beneficial.

As PA Consulting did not find any integration flaws or SAP operating errors, the root cause of estimation-related variances in customer bills is due to the estimation process itself. When Central Hudson was required to move from bi-monthly billing to monthly billing, the interim month estimation process was established. While SAP is designed to create estimates for 'exceptional' reasons (e.g., skipped meter read due to lack of access), this process is not designed to be used every other month. By using estimates, and an associated true-up method for the interim month, there is no bill that is not based on an estimate.

7.3.2 SAP implausible backlog finding

While customers experienced dissatisfied service after SAP go-live, the cause of those customer complaints cannot be attributed to specific reasons due to the lack of complaint tracking. In contrast to the legacy system, which did not flag BPEMs, SAP began flagging and notifying Central Hudson with an exponential number of generated cases upon go-live. This is likely attributed to the bi-monthly estimate itself, that Central Hudson was not able to keep pace with resolving the number of generated BPEM cases within the 7-day work down requirements. PA Consulting inquired about the level of training and number of resources Central Hudson had in place prior to SAP go-live; however, the number of trained resources required to effectively work down the estimation-related BPEMs that caused a backlog would not have been economical.

The below figure shows the number of estimation-related BPEM cases that were resolved (including their resolution rate) year-over-year. This specifically analyzed two things: the first being the average BPEM resolution days by employees and by 'batch billing' (SAP's auto close feature), and the second shows the average work down rate less the 7-day window between those two groups. This data shows that the estimation-related BPEM work down rate by both employees and batch billing significantly improved in 2023 from 2021.

Year	Case Closer	Number of MR04 BPEMs	Avg Days to Resolve	Average Work down Rate (less the 7-day window)
2021	97 Employees	73,023	44.38	**37.38**
	Batch Billing	4,654	46.90	**39.90**
2022	200 Employees	202,281	5.31	**-1.69**
	Batch Billing	22,751	7.33	**0.33**
2023	58 Employees	93,909	6.25	**-0.75**
	Batch Billing	112,369	1.16	**-5.84**

Figure 10. *Estimation-related BPEM cases work down rate (2021 - 2023).*

7.3.3 Estimation implausible resolution findings

Since SAP go-live, Central Hudson implemented numerous corrective actions to reduce the number of estimation-related BPEMs being generated and/or not being resolved within that 7-day window. The first corrective action Central Hudson took to actively reduce the amount of estimation-related BPEMs being closed within that 7-day window (and therefore not generating an estimate) was **enabling SAP's auto closing feature**. auto close feature allows the system to automatically close an estimation-related BPEM case if resolution was achieved and the plausible criteria has been met. SAP runs this auto close process nightly which quickly resolves outstanding estimation-related BPEMs. The largest benefit of SAP's auto close feature is the efficiency is closing estimation-related BPEMs by moving the closing action from required manual intervention to an automated system.

The second correction active taken to reduce the number of estimation-related BPEMs was the **BPEM Optimization Initiative**. Central Hudson engaged the technical expertise and experience of a separate subcontractor to assess all BPEMs (including BPEMs outside of estimation-related), categorize, prioritize them against key business objectives / outcomes, perform a root cause analysis and recommend / execute the corrective actions to address the root cause. This initiative began in March 2023 and targeted BPEM case categories that were highly contributing to the excessive backlog of overall BPEMs (and therefore, customer complaints) including estimation-related BPEMS (MR04s & MR05s). The initiative continued through July 2023 and included solutions to SAP configuration changes not only to BPEM MR04 and MR05 case categories, but extended to additional BPEM case categories that were contributing to an extensive backlog and/or creating inefficiencies. Below lists the specific SAP configuration changes as corrective actions taken by Central Hudson during the BPEM Optimization Initiative. The table also includes the details of the auto close feature corrective action taken by Central Hudson prior to the BPEM Optimization initiative.

Auto Cancel Batch program not working correctly		
Date: February 2023	**Action**	**Is this effective? Sustainable?**
Documentation: JIRA PP-15878	Majority of meter reads for Res. customers are getting implausible because the current actual index is less than previous estimated. The cancel re-bill does not work for these customers as the customer has history of more than 2 consecutive estimates in previous consecutive periods. As per cancel re-bill program works for customer with up to two previous estimates. Not for more than 2. Hence such customers are stuck in the loop of current actual less than previous estimate, actual stays implausible for six days and is estimated on the 7th day. This loop should be broken either by manually cancel rebilling the customer OR *by enhancing the cancel rebill program logic to go further back in history until an index less than current actual is found, and then cancel rebill the customer for this period.*	Yes, fixing the bug in SAP's cancel / rebill function enabling the feature to function properly is an effective and sustainable solution to reduce the amount of estimation-related BPEMs.
Phase 1: Implement Corrective Actions for MR04 and MR15 BPEMs		
Date: March 2023	**Action**	**Is this effective? Sustainable?**
Documentation: JIRA PP-18566	Implement the approved corrective actions for the MR04 BPEMs based on the RCA sessions between subcontractor and Central Hudson Customer accounting team. March sprint: Develop processor rule to automatically route CDG, Demand Meters, Net meter, etc. to group Batch Job to Change BPEM Description for following 6 types of MR04 and MR15.	Yes, this corrective action included the integration of SAP's auto close feature which an effective and sustainable solution to reduce the backlog of estimation-related BPEMs.
Phase 2: Modification to MR04/MR15 Thresholds		
Date: April 2023	**Action**	**Is this effective? Sustainable?**
Documentation: JIRA PP-18682	SAP Hi/Lo threshold updated to align with legacy threshold Demand threshold not changed.	Yes, adjusting the SAP threshold to align with the legacy threshold limits is an effective and sustainable solution.

Table 5. *Corrective Actions related to SAP Configurations*

In addition to SAP configuration changes that were implemented, Central Hudson also developed and implemented the below process and operational-related corrective actions to improve performance regarding estimation-related BPEMs.

Staff Augmentation		
Date: 2022 *Documentation: Conversations with contact center Manager (J. Doane in November 2023)*	**Action**	**Is this effective? Sustainable?**
	In effort to work down the extensive backlog of estimation-related BPEMs, Central Hudson increased their workforce (both internally and with subcontractors) to support BPEM reduction efforts throughout 2022.	Yes and no. Central Hudson created a new billing department that supported the BPEM work down effort. This is not their entire role, and the creation of this new department is not directly tied to this effort. In that case, this is sustainable. For temporary subcontractors that came on board to solely help with BPEM work down and did not retain a position with Central Hudson, this is not a sustainable solution.
Monthly Meter Reading Plan		
Date: July 2023 *Documentation: July 2023 Updated Plan*	**Action**	**Is this effective? Sustainable?**
	Central Hudson has evaluated and developed a plan to adjust its billing practices and to conduct monthly meter reads, thereby eliminating alternate month bill estimates.	It is too soon to tell if converting to monthly meter reading is an effective and/or sustainable solution to estimation-related BPEMs, estimation errors, or customer complaints. There are two reasons for this: 1) there are no established mechanisms to track performance improvement in customer complaints/dissatisfaction once the begin receiving monthly meter reads, and 2) results of the monthly meter reading will begin to quantitatively appear in the data around 12 months after its implemented due to the estimation algorithm using the previous year's data.

Table 6. *Corrective Actions related to Central Hudson Billing Operations.*

7.3.4 Results from SAP configuration changes

The impact of the SAP configuration changes led to a direct reduction in the number of estimation-related BPEMs generated throughout 2023. The corrective actions supporting the improvement of estimation-related BPEMs occurred in May 2023 and, after a two- to three-month lag to cycle through an interim estimation and then actual meter reading period, the number of estimation-related BPEMs generated saw a reduction. This continued into the next month proving sustained effectiveness. This is shown in the figure below.

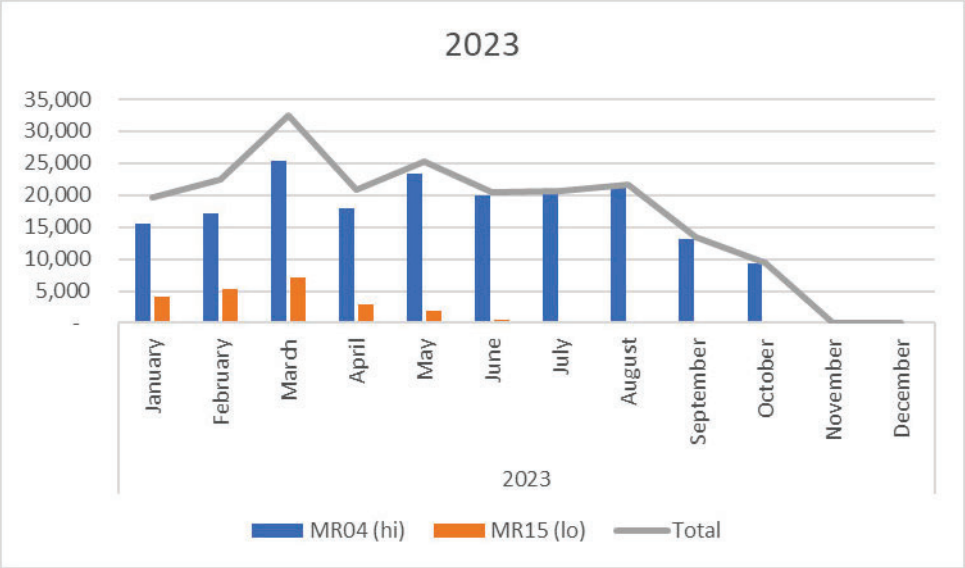

Figure 11. *Estimation-related BPEMs generated in 2023.*

Additionally, the enablement of SAP's auto close feature shows a key aspect of performance improvement that's indictive of overall effectiveness. Enabling SAP's auto close feature does not reduce the generation amount of estimation-related BPEMs but instead, it reduces the amount of manual work required to close each individual BPEM and increases the rate of timely, accurate bills. Central Hudson has both manual employees and automated features closing BPEM cases related to estimation. The automated features work significantly faster, more efficiently, and can handle a larger workload than manual employees. Manual employees will likely always be required in this process design as some BPEM-related instances cannot be resolved through automation; however, increasing the number of auto closed cases and reducing the amount of manually cases is beneficial to Central Hudson customers as it makes the overall resolution process more efficient. This is shown in the figure below which details the number of estimation-related BPEMs assigned to both non-automated and automated closers, and their associated resolution rate by month through 2023. As you can see, the resolution rate for both groups greatly increased throughout the year but batch billing is able to handle almost twice the amount of non-automated resources.

2023											
Case Closer	**Category**	**January**	**February**	**March**	**April**	**May**	**June**	**July**	**August**	**September**	**October**
Non-Automated (58 Employees)	*No. of estimation-related BPEMs*	16,215	15,488	18,925	10,855	8,419	4,580	4,283	7,235	4,612	3,297
	% of total estimation-related BPEMs	83%	69%	58%	52%	33%	22%	21%	33%	34%	35%
	Resolution rate	2.15	0.75	2.12	2.23	-1.49	-2.25	-2.73	-3.50	-3.65	-4.65
Automated (Batch Billing)	*No. of estimation-related BPEMs*	3,412	6,921	13,551	10,051	16,802	15,893	16,304	14,408	8,822	6,205
	% of total estimation-related BPEMs	17%	31%	42%	48%	67%	78%	79%	67%	66%	65%
	Resolution rate	-1.76	-5.54	-6.20	-6.61	-6.86	-6.84	-6.31	-6.49	-6.41	-6.16
Total no. of estimation-related BPEMs		19,627	22,409	32,476	20,906	25,221	20,473	20,587	21,643	13,434	9,502

Figure 12. *Performance of automated and non-automated case closings through 2023.*

Looking at the year over year data, the number of estimation-related BPEMs saw a reduction only in 2023; however, as listed above, the first series of corrective actions were not put in place until March 2023. An important note - each of these cases do not indicate that an estimated bill went out to the customer, this only shows how many cases were generated by SAP determining the meter read was 'implausible.'

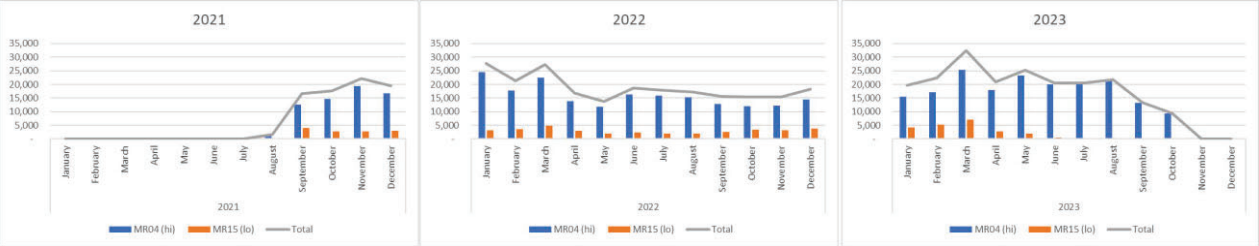

Figure 13. *Estimation-related BPEM cases generated (September 2021 - October 2023).*

7.3.5 Results from monthly meter reading solution

The monthly meter reading solution is designed to address bi-monthly estimates. In theory, the monthly meter reading plan will address bi-monthly estimation and therefore, improve customer sentiment; however, it is too soon to see quantitative results showing improvement. Due to the implausible BPEM algorithm comparing the actual read to data from the past 12 months of a customer's usage history, it will take at least 1 year before monthly meter reading has any influence on the reduction of implausible BPEMs. As the monthly meter reading program is segmented into phases, the full incremental improvement on implausible BPEMs may not be realized until early 2026. Central Hudson's plan for monthly meter reading will positively impact customers and bring the number of estimated bills down significantly.

7.3.6 Recommendations for further corrective action

As part of this engagement, PA recommends Central Hudson take the following actions to improve performance regarding estimations:

- Benchmark with similarly sized / geographic utilities who utilize SAP CIS to gain insights into their history, lessons learned, successes, etc.
- Develop a means to track customer complaints received regarding bi-monthly estimates. Monitor those complaints to determine if monthly meter reading provides effective resolution

8 Analysis of BPEM cases

8.1 Current state of Central Hudson BPEMs

Similar to estimation-related 'implausibles' there are other instances within SAP's meter-to-cash process where a BPEM case is generated. BPEM cases ("BPEMs") are given a unique case category identifier to determine where within the meter-to-cash process the BPEM was generated and what might likely be the cause. It is important to note that while BPEMs are typically seen as 'errors' to the system, this is not the case. Throughout this monitoring and evaluation, in addition to consulting with SAP experts, PA Consulting understands BPEMs to serve three general purposes:

1. BPEM as a true error
2. BPEM as a ticket creation/work management tool
3. BPEM as an exception notification/alert

8.1.1 BPEM as a true error

Certain BPEMs are generated because of a 'true error' found by the SAP system during its routine process. An example of this is the input of inaccurate meter reading data into SAP from the field – if a meter reader reports a customer's usage as something that doesn't adhere within SAP's validation algorithms (i.e., meter reader accidentally enters a letter instead of a number), a BPEM is generated, and that case is not progressed forward. This BPEM is coded as a 'true error' since the SAP system will not accept values outside of its predetermined range.

8.1.2 BPEM as a ticket creation/work management tool

Other BPEMs are generated for the purpose of work management – like ticket creation to be routed to the appropriate party responsible for case management. An example of this is BPEM C226 – 'Copy of Bill Request.' This is a BPEM that is generated by a Customer Service Representative (CSR) in response to a customer contacting Central Hudson and requesting a

copy of their bill. This is not an inherent feature to SAP and therefore, can only be tasked and completed by a Customer Service Assistants (CSA). When the customer requests the bill copy, the CSA who handles front office requests enters this into SAP and a BPEM is generated. At that point, a CSR who handles back-office requests will receive the BPEM and close the case once it has been resolved. In this example, there is no 'true error' and instead, Central Hudson is leveraging SAP's functionality as a work management system to effectively track and report customer requests and resolutions.

8.1.3 BPEM as an exception notification/alert

The last subset is BPEMs that serve as an alert or a true exception notification. These BPEMs don't necessarily contain a 'true error' that requires resolution not does it need to be 'routed' to a specific department for action. An example of this is BPEM C258 – 'Customer Provided Meter Reading.' Central Hudson allows customers to submit their own meter readings in replacement of estimations so when this is entered into the system, SAP generates a BPEM case. There is no resolution required for this BPEM and the BPEM does not necessarily need to be reviewed. SAP created the BPEM as a notification for data reporting purposes and to create an accurate history log.

Appendix A includes a complete table of each BPEM case category, its associated description, and indication on whether it impacts the billing process. Some BPEMs do not directly impact the billing process and are related to service orders, as an example. Below is a table of BPEM case categories that directly impact billing and therefore, were the focus of this assessment.

Case Category	BPEM Description	Subcategory
BB01	Budget Billing Amount over Tolerance	Budget Billing
BB04	EITR bill doc dates don't fall into EABP dates, skip function	Budget Billing
BB05	Invoicing requires all contracts to be on Budget Billing	Budget Billing
BB06	Budget installment amount cannot be calculated	Budget Billing
BL14	Customer not Billed no existing exception found	Billing
BL01	Operand is missing	Billing
BL02	Contract is blocked for billing By User	Billing
BL04	Billing Document Out sorted	Billing
BL09	Termination in Variant Inconsistent Sub-trans	Billing

Case Category	BPEM Description	Subcategory
BL10	Error updating operand in installation	Billing
BL11	No rate found for rate category	Billing
BL14	Billing period spans a rate change	Billing
BL17	Proration greater than 24.0	Billing
BL18	BVI calculation factor greater than 0.1	Billing
BL24	Billing is terminated due to proration factor less than 0.5	Billing
BL25	Device is missing in the billing period	Billing
BL26	The billing period is short, wait till the next billing period	Billing
BL29	Billing order not in selection process	Billing
BL30	Not possible to update installation facts	Billing
BL31	Billing order has incorrect status for billing	Billing
BL32	Installation has previous contract to be billed	Billing
BL33	Meter reads are missing or implausible	Billing
BL34	Move in read is missing	Billing
BL36	Gas Procedure is missing	Billing
BL37	Account determination not possible	Billing
BL38	No meter reading results exist	Billing
BL39	No value found for price	Billing
BL45	Installation group	Billing
BL49	Sub-transactions are inconsistent	Billing
BL50	Division not possible: divisor is 0	Billing
BL51	Error updating installation facts	Billing
BL53	Choose a shorter period	Billing
BL54	Profile value is missing	Billing
BL55	No register allocations for role	Billing
BL56	Temp. area missing for degree day weight	Billing
BL57	Inconsistent gas date for meter reading	Billing
BL58	Allocate a profile to logical register	Billing
BL74	Multiple billable billing orders exist	Billing
BL96	Negative differences are not permitted	Billing
BL97	Update not possible for operand	Billing
BL98	Gaps in definition for tax determination indicator	Billing
BL99	Price1, price cat2, pricing level3 does not exist	Billing
BLA0	No MR result marking end of billing period	Billing

Case Category	BPEM Description	Subcategory
BLA1	Rate category change happened off cycle	Billing
MR04	Exceeds Maximum Limits	Meter Reading
MR08	Previous MR implausible	Meter Reading
MR15	Below Tolerance Limits	Meter Reading
MR41	Meter Reading Skipper for Contract Change Order	Meter Reading
PR05	Bill Print Large Amount Validation (>$10MM)	Printing

Table 7. *BPEM case categories that impact billing.*

Each BPEM case category has an independent resolution process with an associated expected resolution timeframe. As with the estimation-related BPEMs, if resolution is not achieved within the specified timeframe, the specific BPEM case will either continue to the next stage or will remain in the current stage in perpetuity based on the individual logic applied to the case category. Prior to SAP, Central Hudson had a detailed report containing a similar error-tracking log generated through batch outside of their preceding customer information system. With the integration of SAP, Central Hudson users are now able to view and manage exceptions directly in the system.

8.1.4 BPEM generation post SAP go-live

Similar to the estimation-related BPEMs, Central Hudson faced immediate problems with the amount of BPEMs created by SAP. This is evident by the number of BPEM cases created in the first month after go-live and then subsequent months. In September 2021, 83,792 BPEM cases were created. The next month, October 2021, 85,742 new BPEM cases were created followed by 125,554 in November 2021, and 107,432 in December 2021 totalling 407,945 in four months (~100,000 BPEMs generated per month). In consultation with technical experts, there are no widely accepted standard for how many BPEMs should be generated per month, year, etc. Each utility has their unique processes for how they handle every specific billing-related matter and no two are the same. The general rule of thumb to determine how many BPEMs are 'acceptable' is – no more than the organization can handle within one day.

The below graph shows the number of BPEMs that were created from SAP go-live through October 2023. As you can see, the amount of overall BPEMs being created year-over-year has reduced. In 2023, each month saw a reduction in BPEMs from the same month in the prior year.

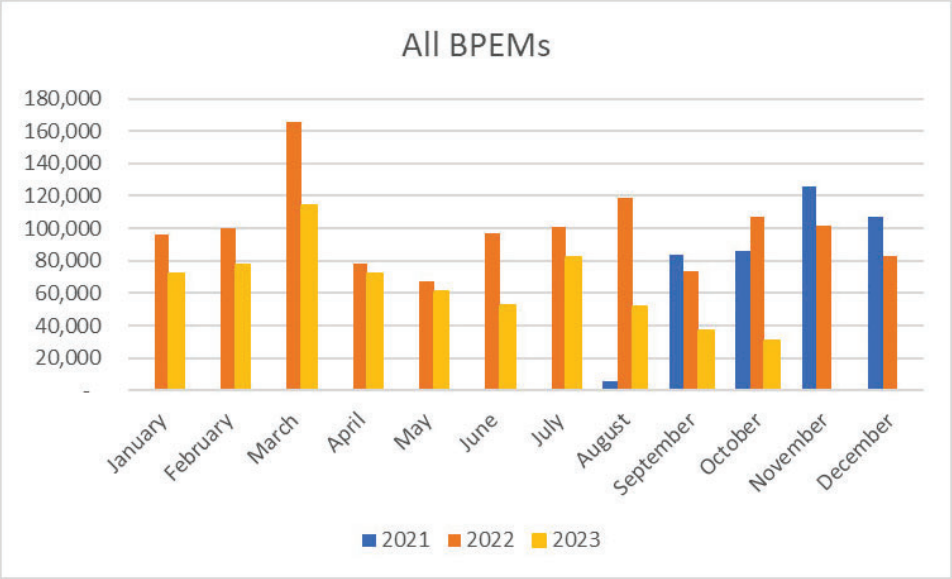

Figure 14. *All BPEMs generated since SAP go-live (September 2021 - October 2023).*

For a more detailed view, the below graph shows the number of three key BPEMs (MR04, BL02, IN01) and their historical generation amount since SAP go-live. These are key as they relate directly to the billing process and will cause a delay in customers receiving a bill. Similar to above, there's a reduction in the amount of key BPEMs (MR04, BL02, IN01) being created year-over-year. A trendline was added to graph to show the overall trend and direction to evaluate progress and corrective action performance. In 2023, the trendline of key BPEMs (MR04, BL02, IN01) being generated is decreasing showing a positive performance improvement from BPEM reduction efforts.

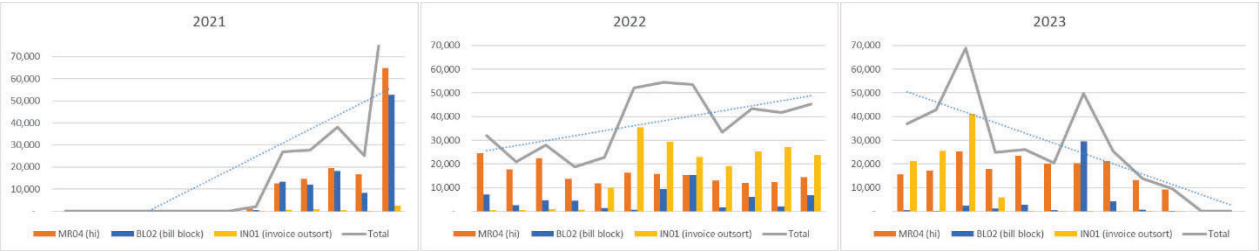

Figure 15. *Key BPEMs generated since SAP go-live (September 2021 - October 2023).*

8.2 Root cause analysis results

As part of this engagement, DPS asked PA Consulting to review and conduct a root cause analysis on BPEMs to understand and identify defects that rose once SAP was implemented. An increased amount of BPEMs, specifically BPEMs that directly correlate to a customer receiving an inaccurate or late bill, is implicated in causing customer complaints post SAP go-

live. DPS also asked PA Consulting to review corrective actions put in place by Central Hudson at any point post go-live and determine the effectiveness and sustainability of those actions.

8.2.1 Root cause analysis on all BPEMs

Initially, Central Hudson began with 286 BPEM case categories and over time, this was reduced to 230 BPEM case categories. Figure 15 above shows the overall reduction in BPEMs across all case categories – including cases either do or do not directly impact billing.

Central Hudson experienced a quick influx of BPEMs shortly after go-live at a rate of ~20,000 BPEMs generated per month. This rate of generation remained constant for over twelve months. Not only did the initial influx stress the Central Hudson implementation team but there were not enough staffed resources to 'work down' BPEMs at a rate that prevented a catastrophic backlog nor would this have been economical. Holistically, there are no SAP configurations or defects in the BPEM process that contributed to problems at Central Hudson after go-live. The BPEM module operated as it's intended to, the errors arose from specific pieces of data being manipulated in new ways which then created an extensive backlog. Individually, there are specific SAP configurations that needed to be modified in specific BPEM case categories for various reasons, but these were not due to 'bugs' or 'inherent defects.'

8.3 Findings and recommendations

PA Consulting reviewed and evaluated the provided documents, in addition to meeting with various Central Hudson representatives, to determine the effectiveness, sustainability, and future achievability (if applicable) to any corrective actions. Central Hudson provided documentation the following documentation that detailed historical corrective action addressing BPEM cases:

- Subcontractor statements of work/sign contracts including scopes
- JIRA tickets including details on specific completed SAP configuration changes
- BPEM Optimization Plan

8.3.1 SAP integration flaws

An initial cause of increased BPEM cases directly after SAP implementation was due to a bug found in SAP in its cancel/rebill function which led to the incorrect processing of cancel/rebills, including the failure to process full reversals (reversing invoice and not bill document or all bill

documents related to invoice). This bug was detected on February 16, 2022, and fixed on February 14, 2023 (JIRA PP-15878).

8.3.2 BPEM case and backlog corrective actions

The initial response to reduce the amount of BPEMs being generated as well as reduce the backlog of outstanding BPEMs, Central Hudson conducted the various corrective actions:

- Pivoted the scope of the Project Phoenix system integrator to solely focus on BPEM resolution
- Added subcontractor, iWeb Technologies as technical experts support the BPEM reduction effort
- Increased the amount of internal Central Hudson resources to support the BPEM reduction effort including:
  - Established an expanded Customer Billing team which now includes 25 FTE positions in August 2022
  - Began the process of adding 36 Full Time Employees (FTE) to the contact center in March 2023
- Increased training and available support resources to the call center
  - Developed and rolled out the 'Cultivating Confidence' enhanced training initiative focused on training for Contact Center staff in January 2023

In addition, Central Hudson launched a 'BPEM Optimization' initiative that began in February 2023. This initiative focused on prioritizing BPEM case categories, identifying correction actions, and implementing those solutions. As part of the BPEM Optimization initiative, Central Hudson and a subcontractor identified numerous solutions to various BPEM case categories to effectively reduce the frequency of each being generated. Below is the list of each root cause analysis with the BPEM case category identified as well as a brief description of the issue faced.

MR08 (Previous MR Implausible) needs to be auto closed when account is billed to current		
Date March 2023 *Documentation: JIRA PP-18028*	**Action**	**Is this effective? Sustainable?**
	System needs to AUTO close MR08 when account is billed to current.	Yes, enabling SAP's auto close feature is an effective and sustainable solution.
Create RCA for MR41 BPEM case category		

	Action	Is this effective? Sustainable?
Date: March 2023 *Documentation: JIRA PP-18610*	Create the RCA document for the BPEM category MR41. This will be a part of sprint 2.	This is the creation of a root cause analysis for BPEM MR41; not the solution.
Implement Corrective Actions for Standard Bill Print - Phase 1		
Date: March 2023 *Documentation: JIRA PP-18569*	**Action**	**Is this effective? Sustainable?**
	Implement the approved corrective actions for the regular billing based on the RCA sessions between subcontractor and Central Hudson Customer accounting team.	Yes, implementing the approved corrective action identified in the RCA sessions with subcontractor and the Central Hudson Customer Accounting team is an effective and sustainable solution.
Implement Corrective Action for BL04 BPEM - Phase 1		
Date March 2023 *Documentation: JIRA PP-18562*	**Action**	**Is this effective? Sustainable?**
	Implement the approved corrective actions for the BL04 BPEMs based on the RCA sessions between subcontractor and Central Hudson Customer accounting team. Changes: replaced existing standard SAP billing out sort with a new custom billing out sort. The custom logic will trigger after existing amount thresholds are exceeded (2,000 for residential, 15,000 for small commercial, 30,000 for industrial) and look up the billed amount from billing document in the same period previous year if available. If not available, it will look up the billed amount from previous billing document. These amounts are multiplied by a threshold percentage and compared with current billing amount. The comparison amounts are divided by number of billing days to address discrepancies in number of days in billing periods found across billing documents. If the current billing amount are outside of calculated thresholds, the billing document will out sort.	Yes, customizing the billing out sort and associated logic is an effective and sustainable solution.
Create RCA for BL29 BPEM case category		
Date: April 2023 *Documentation: JIRA PP-18615*	**Action**	**Is this effective? Sustainable?**
	Create the RCA document for the BPEM category BL29. This will be a part of sprint 2. Changes: Based on PP-18029, BPEM Auto Close program, the posting date from the latest invoice document is pulled to compare with BPEM case creation date. If the invoice document posting date is greater than the BPEM case creation date, which means the particular error that trigger	Yes, adjusting the auto close logic to trigger for case creation/closing dates is an effective and sustainable solution.

	the case creation is resolved, the case will automatically close.	

BL04 bill out sort not happening on contract change billing documents

	Action	Is this effective? Sustainable?
Date: April 2023 *Documentation: JIRA PP-17982*	BL04 is not including contract change bill docs for out sort. Need to add this type to the BL04 process.	Yes, adding contract change to billing out sort is effective and sustainable.

Create RCA for BL02 BPEM case category

	Action	Is this effective? Sustainable?
Date: April 2023 *Documentation: JIRA PP-18616*	Create the RCA document for the BPEM category BL02. This will be a part of sprint 2. Changes: Process document to be created to leverage existing Fiori tools to mass add/remove bill blocks as opposed as manually adding/removing bill blocks individually through ES21 contract screen.	Yes, adding the ability to add/remove bill blocks as a group rather than individually is an effective and sustainable solution.

BL29 (Billing order not in selection process) needs to be AUTO closed when the account is billed to current

	Action	Is this effective? Sustainable?
Date: May 2023 *Documentation: JIRA PP-18029*	System should AUTO close BL29 (Billing order not in selection process) when the account is billed to current. Changes: In BPEM Auto Close program, the posting date from the latest invoice document is pulled to compare with BPEM case creation date. If the invoice document posting date is greater than the BPEM case creation date, which means the particular error that trigger the case creation is resolved, the case will automatically close.	(This is the follow up of JIRA PP-18615). Yes, adjusting the auto close logic to trigger for case creation/closing dates is an effective and sustainable solution.

Implement Corrective Action to BL29 Case Category Auto Close

	Action	Is this effective? Sustainable?
Date: May 2023 *Documentation: JIRA PP-18872*	Changes: In BPEM Auto Close program, the billing period end date from the latest bill document is pulled to compare with BPEM case creation date. If the billing period end date is greater than the BPEM case creation date, which means billing was processed successfully after the BPEM creation, the case will automatically close.	(This is the follow up of JIRA PP-18615). Yes, adjusting the auto close logic to trigger for case creation / closing dates is an effective and sustainable solution.

Create RCA for BL39 Case Category

	Action	Is this effective? Sustainable?
Date: May 2023 *Documentation: JIRA PP-18862*	BPEM Case Category BL39 No value found for price. Root Cause: Electric supplier price value is missing or installation operand EQSUPPRC have	Yes, adjusting the auto close logic to trigger for case creation/closing dates is an effective and sustainable solution.

	the wrong price. Changes: Auto close to close older cases where account have billed past BPEM case creation case. Cases not closed by the auto close program will be manually closed based on a process document.	

Create RCA for BB06 Case Category

Date: May 2023
Documentation: JIRA PP-18861

Action	Is this effective? Sustainable?
BB06 Budget instalment amount cannot be calculated. Case Category Text: In Case Calculated BB Plan amount by system is zero, system is terminating the invoice processes abruptly and causing failure of invoicing batch jobs. This calculated zero amount is used to divide as denominator in run time of invoicing batch job and transaction. An exception is applied to validate calculated zero BB Plan amount and skip the division and write error into application log.	Yes, modifying the configuration to allow values to be divisible by 0 and not be terminated is an effective and sustainable solution.

Implement Corrective Action for BB06 BPEM Case Category

Date: May 2023
Documentation: JIRA PP-18992

Action	Is this effective? Sustainable?
Implement the corrective actions for BB01 BPEM category based on the approved RCA document. BB06 Budget instalment amount cannot be calculated. Changes: Update auto close program to close BB06 BPEM cases where the system is trying to create a new payment plan for contracts already moved out.	(This is the follow up of JIRA-18861). Yes, modifying the configuration to allow values to be divisible by 0 and not be terminated is an effective and sustainable solution.

Auto close BB01 BPEMs

Date: May 2023
Documentation: JIRA PP-18901

Action	Is this effective? Sustainable?
This is a request to auto close the BB01 BPEMs if the account has successfully invoiced after the BPEM was created. Changes: In BPEM Auto Close program, the posting date from the latest invoice document is pulled to compare with BPEM case creation date. If the invoice document posting date is greater than the BPEM case creation date, which means the particular error that trigger the case creation is resolved, the case will automatically close.	Yes, enabling SAP's auto close feature by adjusting the settings for when it operates is an effective and sustainable solution.

Implement Corrective Actions for BL37 BPEMs - Phase 1

Date: May 2023
Documentation: JIRA PP-18568

Action	Is this effective? Sustainable?
Implement the approved corrective actions for the BL37 BPEMs billing based on the RCA sessions between	Yes, addressing the backlog due to discrepancies in data caused by choice enrollment/unenrollment is

	subcontractor and Central Hudson Customer accounting team. Change: Created a process guide to help clear out backlog. These cases are caused by discrepancies in data caused by choice enrolment/unenrolment process.	an effective and sustainable solution.

Create RCA for BL34 BPEM Case Category

Date: June 2023
Documentation: JIRA PP-19000

Action	Is this effective? Sustainable?
Create the RCA document for the BPEM category BL34. This will be a part of sprint 4. BL34 Move in read is missing. Changes: Move-in meter reading result is missing or implausible. Accounts that have billed past their move-in date will have their cases auto closed. Missing move-in meter readings will be estimated and implausible will be released accordingly to DM logic.	This is an effective solution while Central Hudson transitions to monthly meter reading. This is not sustainable in the long run but will be addresses by monthly meter reads.

Create RCA for BB04 BPEM Case Category

Date: June 2023
Documentation: JIRA PP-19001

Action	Is this effective? Sustainable?
Create the RCA document for the BPEM category BB04. This will be a part of sprint 4. BB04 EITR bill doc dates don't fall into EABP dates Changes requested: Auto close program to close cases where accounts have been invoiced past BPEM creation date. This was implemented and tested in JIRA defect PP-17997.	This is the creation of a root cause analysis for BPEM BB04; not the solution.

Implement Corrective Action for BB04 BPEM Case Category

Date: June 2023
Documentation: JIRA PP-19214

Action	Is this effective? Sustainable?
Implement the corrective actions for BB04 BPEM category based on the approved RCA document. Changes requested: Auto close program to close cases where accounts have been invoiced past BPEM creation date. This was implemented and tested in JIRA defect PP-17997.	Yes, enabling SAP's auto close feature by adjusting the settings for when it operates is an effective and sustainable solution.

Implement Corrective Action for BL39 BPEM Case Category

Date: June 2023
Documentation: JIRA PP-18993

Action	Is this effective? Sustainable?
Implement the corrective actions for BL39 BPEM category based on the approved RCA document. BL39 No value found for price. Changes: Update auto close program to close BL39 BPEM cases where underlying issue is resolved and account is billed past BPEM creation date.	Yes, enabling SAP's auto close feature by adjusting the settings for when it operates is an effective and sustainable solution.

Create RCA for BLA0 BPEM case category		
Date: July 2023 *Documentation: JIRA PP-19206*	**Action**	**Is this effective? Sustainable?**
	Create the RCA document for the BPEM category BLA0. This will be a part of BPEM sprint 5. BLA0 No MR result marking end of billing period. Changes: Auto close program to close backlog where account has billed past BPEM creation date. Estimation and manual effort to work missing MR results.	This is the creation of a root cause analysis for BPEM BLA0; not the solution.
Implement Corrective Action for BLA0 - No MR result marking end of billing period		
Date: August 2023 *Documentation: JIRA PP-19450*	**Action**	**Is this effective? Sustainable?**
	Implement Corrective Action for BLA0 - No MR result marking end of billing period. Auto close program to close backlog where account has billed past BPEM creation date. Estimation and manual effort to work missing MR results.	Yes, enabling SAP's auto close feature by adjusting the settings for when it operates is an effective and sustainable solution.
Implement Corrective Action for BL34 BPEM Case Category		
Date: August 2023 *Documentation: JIRA PP-19250*	**Action**	**Is this effective? Sustainable?**
	Implement the corrective actions for BL34 BPEM category based on the approved RCA document. BL34 Move in read is missing. Changes: Auto close program to close backlog where account has billed past BPEM creation date. Estimation and manual effort to work missing MR results.	Yes, enabling SAP's auto close feature by adjusting the settings for when it operates is an effective and sustainable solution

Table 8. *Corrective Actions related to SAP Configurations.*

8.3.3 Results from SAP configuration changes

The impact of the SAP configuration changes led to a reduction in the number of overall BPEMs generated in 2023 as shown in Table 9. The SAP configurations that impacted billing-specific BPEMs also led to a reduction in the number of billing-specific BPEMs generated in 2023. Below shows the number of billing-related BPEMs generated per month in 2023 including a relative performance scale. Cells shaded in green indicate the best month's performance for that specific BPEM. As shown, the majority of BPEM case categories saw improvement towards the end of 2023.

YEAR	MONTH	BB01	BB04	BB05	BB06	BI14	BL01	BL02	BL04	BL09	BL10	BL11	BL14	BL17	BL18	BL24	BL25	BL26	BL29	BL30	BL31	BL32	BL33	BL34	BL35	BL36
2023	January		1,685		31		4	360	613	12		1	4				403	7	3,718	74				371	61	21
	February		1,562		38		1	138	790	8		-	-				710	10	2,503	12	1			384	49	2
	March	73	1,225		127		5	2,390	1,014	5	1	-	4				1,012	3	3,449	35	-	1		488	50	6
	April	304	375		40		2	1,175	686	1	1	-	1				1,261	15	3,166	17	1	-		472	65	5
	May	573	354		50		17	2,848	649	6	-	-	-	1			1,171	7	2,642	17	2	-		553	81	1
	June	790	228		39		6	349	291	3	-	2	2	-			1,447	1	2,188	31	17	-		623	259	1
	July	775	256		243		5	29,567	330	20	-	1	1	-			588	12	2,509	31	2	-		781	121	2
	August	977	217		101		252	4,094	265	14	-	7	3	-	38		272	3	2,138	19	4	1		880	169	3
	September	773	304		55		148	626	246	3	3	18	-	2	283		161	4	2,633	22	-	-		809	77	2
	October	651	168		56		2	261	304	8	-	-	-	2	75		127	3	1,828	13	1	-		545	55	1
2023 Total		4,916	6,374		780		442	41,808	5,188	80	5	29	15	5	396		7,152	65	26,774	271	28	2		5,906	987	44

YEAR	MONTH	BL37	BL38	BL39	BL45	BL49	BL50	BL51	BL53	BL54	BL55	BL56	BL57	BL58	BL74	BL96	BL97	BL98	BL99	BLA0	BLA1	MR04	MR08	MR15	MR41	Total
2023	January	61	2	1						52		5			28					2		14,821	1,746	3,885	885	28,853
	February	27	5	1	2			3	1	50		7			19		1			9		17,859	2,161	5,465	223	32,041
	March	34	1	3	2		1	3	-	48		4			15		-			10		25,864	4,161	7,098	310	46,942
	April	59	1	-	2		-	1	1	44		4			15		-			5		18,029	3,160	2,867	23	31,798
	May	46	-	49	3		-	3	-	66		4			21		-			4		23,330	5,107	1,922	-	39,527
	June	24	2	1	13		-	1	-	49		3			17		-			8	1	20,042	2,360	428	-	29,226
	July	112	1	-	18		-	6	-	25		5			25		-			4	1	20,269	1,549	323	-	57,582
	August	57	2	-	12		-	10	-	26		3			21		-			6	1	21,267	1,400	374	-	32,636
	September	107	10	-	6		-	3	-	54		4			19		-			6	-	13,159	935	262	-	20,734
	October	49	59	-	6		-	9	-	16		5			19		-			4	-	13,029	719	382	-	18,397
2023 Total		576	83	55	64		1	39	2	430		44			199		1			58	3	187,169	23,298	23,006	1,441	337,736

Table 9. *Reduction in billing-related BPEMs from Central Hudson corrective action.*

8.3.4 Recommendations for further corrective action

As part of this engagement, PA recommends the additional corrective actions to improve performance regarding estimations:

- Benchmark with similarly sized/geographic utilities who utilize SAP CIS to gain insights into their history, lessons learned, successes, etc.
- Request a meeting with SAP to gain insight into the optimal BPEM mix
- Corrective actions developed by any contractor should include the coordination and feedback of the call center, or any associated parties it impacts

9 Analysis of monthly metering strategy

9.1 Overview of monthly metering plan

In January 2023, Central Hudson proposed a plan to implement monthly meter reading in the entire service territory. In July 2023, Central Hudson updated the initial plan to expedite the implementation timeframe and conduct monthly meter reading sooner than originally planned. The goal of the plan is to largely to reduce and eventually decommission the interim estimation process. Customers have expressed negative sentiment towards the estimation process and their associated estimate bill during the interim month.

9.1.1 Monthly meter reading plan components

The monthly meter reading plan has the following core components that PA Consulting evaluated when reviewing the plan for completeness and effectiveness:

- **Phased approach**: Central Hudson is taking a phased approach to implementing monthly meter reading. They began the pilot portion of the program in August 2023 with

an initial monthly meter read of 1,000 customers. This increased to 10,000 customers with the combination of the pilot portion and phase 1. Three subsequent phases follow the initial phase after a complete two month pause to collect and record all results of monthly meter reading to ensure effectiveness on the following phases. Only one complete implementation pauses are built into the current rollout schedule, the other verification periods will occur in parallel to the next phases' rollout.

- **Cost**: The total cost of the program is estimated at $4M. This cost includes required hardware (equipment, trucks, etc.), people (meter readers), and process improvements (SAP configuration changes). Central Hudson filed for rate recovery to support the cost of this program. Central Hudson has not identified a contingency plan is the rate recovery is not approved.
- **Data**: As Central Hudson's territory transitions from bi-monthly meter reads to monthly meter reads, the amount of data coming in per month will increase substantially. Central Hudson developed and implemented a testing plan to ensure that SAP, and any associated program required for monthly meter reading, will work effectively with this larger amount of data. Central Hudson conducted extensive testing that exceeded over 3,500 hours - user acceptance testing exceeded 1,992 hours and project management testing exceeded over 1,552 hours. In addition, Central Hudson has identified various staffing scenarios to ensure that the billing team has enough bandwidth to support this new influx of data.
- **Benefits**: While Central Hudson stated that monthly meter reading will remove the necessity of interim month estimates, there could still be potential scenarios where estimates are generated. Additionally, the benefit of monthly meter reading will experience an extreme time delay due to the nature of the estimation process and algorithm. Transitioning from an interim month estimate to an interim month meter reading will take up to a year.

9.2 Review of monthly meter reading pilot

Monthly meter reading results will not be seen until one year after implementation due to the nature of the estimation algorithm and its associated timeframe. In conversations with Central Hudson, the pilot/phase 1 portion went successfully, and it is too soon to identify results, lessons learned, efficiencies, etc.

9.2.1 SAP configuration changes related to the monthly meter reading plan

One SAP configuration change will take place in the future to successfully enable monthly meter reading – Central Hudson's code to configure SAP to operate with bi-monthly meter reads will no longer be utilized. SAP is inherently designed to perform with monthly meter reads and Central Hudson has conducted extensive testing in bypassing the custom code and utilizing SAP's standard code.

9.3 Findings and recommendations

In theory, Central Hudson's monthly meter reading plan will address customer's frustrations who receive estimates during the interim month. This is likely the case since the customers will be receiving actual reads every month, unless an exception occurs, and customer sentiment is negatively tied to only the estimate. SAP is used at utilities across the industry and is designed to operate with monthly meter reading data. It's logical to assume that bypassing the estimation process itself, by moving to monthly meter reads, that this will greatly alleviate customer frustrations regarding inaccurate bills. Without data however, it is too soon to review and analyze results and/or forecast future outcomes reflecting any performance changes regarding the estimation process/customer complaints received.

PA Consulting recommends establishing a robust monitoring system to efficiently track and report the progress of the monthly meter reading implementation program by:

- Developing progress and performance metrics to measure the program's implementation; indicators/metrics could include:
    - **Tracking customer complaints regarding interim estimates**: customer complaints related to interim estimates are currently not tracked; therefore, the resolution of these issues is not able to be evaluated. Developing a means to identify which customer's express complaints with interim estimates would be beneficial to ensuring the monthly meter reading solution is effective.
    - **Tracking monthly bills for customers that previously experience interim estimation errors**: After identifying which customer's expressed complaints, monitoring those customers and ensuring they receive accurate bills post-monthly meter reading implementation is an easy, effective way to measure programs success.

- **Spend per route for implementing monthly meter reading**: Measure the costs incurred per route (or other consistent segment) to identify opportunities for efficiencies or areas of overrun that will need to be accounted for in future phases.

10 References

10.1 Introduction

1. In the Matter of an Investigation by the DPS Office of Investigations and Enforcement Into Central Hudson Gas & Electric Corporation's Development and Deployment of Modifications to its Customer Information and Billing System and Resulting Impacts on Billing Accuracy, Timeliness, and Errors. Case number 22-M-0645, December 2022.
2. Comprehensive Management and Operations Audit Of Central Hudson Gas & Electric Corporation. Overland Consulting. Case 21-M-0541, April 2023.
3. **DR-0051 Attachments 1 & 2** Subcontractor Statements of Work CONFIDENTIAL – Attachment one is a document that outlines the stages of the engagement with Central Hudson and their start/end dates. Attachment two is subcontractor's initial SOW with Central Hudson.

10.2 Task 1 – Analysis of current software testing practices and framework

4. **DR – 0029** Attachment 1 Central Hudson Requirements Traceability Matrix CONFIDENTIAL – Project Phoenix. This document contains a list of mappings between requirements and test cases utilized during Project Phoenix.
5. **DR – 0065** Attachment 4 Dunning Test Cases CONFIDENTIAL. This document contains a list of mappings between requirements, test cases, and defects relevant to the ongoing Central Hudson Dunning project.
6. **DR – 0062** JIRA tickets mapped to OIE issue. This document contains a list of JIRA defect ticket information related to issues referenced in the OIE report released in December 2022.

7. **DR – 0032** Attachment 1 Central Hudson Test Plan CONFIDENTIAL. This document contains template of a test plan that is used to guide testing activities at Central Hudson.

10.3 Task 2 – Analysis of billing, FCS, and EDI integration defects

8. **DR – 0004** Project Plans by Feature for Project Phoenix CONFIDENTIAL – This collection of documents describes the scopes of work to be completed for the success of Project Phoenix.
9. **DR – 0005** SAP Configurations by Function CONFIDENTIAL – This collection of documents describes the specific configurations and changes to them by operational function prior to the go-live of Project Phoenix.
10. **DR – 0006** Functional Specifications CONFIDENTIAL – This collection of documents details, but is not limited to, the requirements, design, integration considerations, and testing scenarios of each functional component of Project Phoenix.
11. **DR – 0008/0010** Enterprise Software list, versions, and migration paths CONFIDENTIAL – This document is a list of each enterprise software used by Central Hudson in their billing solution. This document outline the name, version, and environments available to migrate changes from development to production.
12. **DR – 0009** Data source/sink document by workstream – This document is an excel file that lists each incoming and outgoing data endpoint by workstream and outlines the details of the content being transmitted.
13. **DR – 0014** EDI Integration Flowchart CONFIDENTIAL – This document is a diagram depicting the flow of documents between Central Hudson's billing system and the systems of ESCO's. This file shows the specific EDI file number within the flow diagram, its direction, and between which layers they are transferred.
14. **DR – 0021** Training Through Production Development Architecture CONFIDENTIAL – This document is a diagram describing the different platform environments used by Central Hudson from training through to production. This document describes Central Hudson's HEC, on-premise, and SAP Cloud systems.
15. **DR – 0022 and DR – 0026** Tower Lead List – This document is a list of the current tower leads of Central Hudson and the specific operational areas they cover.
16. **DR – 0024** Change Request Management (CHARM) lifecycle

17. **DR – 0025** Naming Convention Document (coding best practices content) CONFIDENTIAL
18. **DR – 0040** Subcontractor RCA Documents CONFIDENTIAL – This collection of documents describe major issues found with Central Hudson's SAP implementation, their root cause, and remediate actions to take.
19. **DR – 0049** FCS Integration Diagram CONFIDENTIAL – This document is a flow chart the outlines the flow of meter data from Central Hudson's on-premise file servers to their SAP S4 instance.
20. **DR – 0062** JIRA tickets mapped to Overland Report issues CONFIDENTIAL – This document is an excel file that maps high-impact JIRA tickets to the issues described in the OIE report.

10.4 Task 3 – Estimation algorithm analysis

21. Central Hudson Gas & Electric Corporation's Petition Requesting the New York State Public Service Commission Approve Central Hudson Gas & Electric Corporation's new procedures for bill estimates. Case number 21-M-0045, December 23, 2020
22. DR – 0011 Billing Calculation Documentation CONFIDENTIAL – This document details the requirements, design, integration considerations, and testing scenarios of Central Hudson's billing process.

11 Appendix

11.1 Appendix A

Table 10. *All BPEM Case Categories.*

BPEM Category	BPEM Description	Impacts Billing?
MR08	Previous MR implausible	Yes
BB01	Budget Billing Amount over Tolerance	Yes
BL25	Device is missing in the billing period	Yes
MR41	Meter Reading Skipper for Contract Change Order	Yes
C258	Customer provided meter reading	No

BPEM Category	BPEM Description	Impacts Billing?
W021	Meter Replacement Failure	No
C226	Copy of Bill Request	No
IN08	Different data in billing document	No
C260	Refund Requests	No
MR33	TOU: Mismatch OnPeak and OffPeak cons with Total KWH	No
C235	Regular Bill Correction	No
MR24	TOU Time Block Validation	No
C097	SIC 1520 on Premise Transferred to New Customer	No
C255	Meter read schedule	No
BL18	BVI calculation factor greater than 0.1	Yes
C111	Service Denied - Owner Owes Bill / Past Due Amount	No
C248	Installment Change Request	No
C247	Bill Correction Required - Budget	No
C222	HEAP Budget Opt Out	No
C239	Misapplied Payments	No
BB06	Budget installment amount cannot be calculated	Yes
C240	Returned Checks	No
C092	LIBDP upon Move-out	No
C264	Account support	No
BL54	Profile value is missing	Yes
C253	Move date dispute/ correction	No
C076	Service Denied - Deposit	No
C224	Complaint - Request Supervisor for Callback	No

BPEM Category	BPEM Description	Impacts Billing?
C225	Responding to Tree Trimming Letter	No
MR35	FCS: Demand Meter FND and LFT indexes don't match	No
BL35	No contract allocated to the installation	No
C093	Move-Out - Create new installment plan on new CA	No
C251	Bill Correction Required - ESCO	No
W036	Meter Change Request - WHR to DEM	No
C089	Drop - Reinstatement or Cancellation of a Drop	No
C249	Bill Correction Required - CDG	No
C256	Letter of Established Service	No
C262	Street Light Out	No
C261	Area Light Out	No
C250	Bill Correction Required - Collective	No
PR01	Error occurred printing print document	No
C254	LSE Form	No
C238	Issue Customer Refunds	No
C228	Payment History Request	No
C237	Rate Change	No
BL38	No meter reading results exist	Yes
MR28	Move monthly Non-Dem meter Cust to demand billing	No
C243	Explain - Demand Billing	No
C266	Tree Trimming follow up request	No
W038	Meter Change Request - WHR to TOU	No
C220	Bad Debt Settlement Request	No
C077	Service Denied - Written App / ID Required	No
C265	Meter Access Issue - Call Back Request	No
C259	Rate Inquires	No
BL51	Error updating installation facts	Yes
C257	Letter of Credit	No
FI37	Account is locked for posting	No

BPEM Category	BPEM Description	Impacts Billing?
BL11	No rate found for rate category	Yes
C263	Follow up to recent SMI	No
C218	Transfer BB setup PARR	No
C245	Theft of Service	No
FI09	HEAP payment to enroll in LIBDP; no installation facts	No
BL31	Billing order has incorrect status for billing	Yes
C227	Usage History Request	No
W015	Disconnect order was complete before move-out date	No
C208	Landlord / Owner Sold Property - Shared Meter	No
C200	ERT Opt Out Enrollment Form	No
C205	New Landlord - Shared Meter	No
C213	Bad Debt Satisfied Letter	No
C252	OBF Inquires	No
FI22	Collector Actions: Onsite Other	No
W030	To CSR - Appointment needed	No
W041	To Gas Crew	No
BL10	Error updating operand in installation	Yes
BL17	Proration greater than 24.0	Yes
C078	Service Denied - Owes Bill / Written App / ID Required	No
C109	Precise ID Alert Found on Customer	No
C223	Interconnection Status Request	No
C244	Explain - TOU Billing	No
MR31	Customer with two consecutive 0 Usage on Demand	No
C094	Move-in - Start Billing on Certain Area Lights	No
C105	Move-in/Transfer - Old Customer LNP and Dunn Lock	No
C206	New Landlord - No Shared Condition	No
C210	Energy Efficiency Rebate Status Update	No

BPEM Category	BPEM Description	Impacts Billing?
W003	Warning Tag - Outreach Department	No
BB05	Invoicing requires all contracts to be on Budget Billing	Yes
BL33	Meter reads are missing or implausible	Yes
BL53	Choose a shorter period	Yes
C102	Shared Meter Department Update	No
C212	Energy Efficiency Rebate Form Request	No
FI50	Company Use Account Not Maintained for Conn Obj	No
IDXD	MPM: General Process Error Resolutions (PE)	No
IN02	The existing billing documents cannot be invoiced	No
SM01	Shared Meter Landlord Penalty	No
SU01	Sundry Bill	No
BL24	Billing is terminated due to proration factor less than 0.5	Yes
BL96	Negative differences are not permitted	Yes
C091	Drop - Mistakenly Created by CSR	No
C211	Energy Efficiency Rebate Detail Inquiry	No
FI02	OBF loan file from concord missing initial loan	No
FI38	Account determination not possible	No
W010	Send To CSR for CSRO 186	No
W014	GAS Corrector change	No
W044	To District Director	No
BLA1	Rate category change happened off cycle	Yes
C219	Customer paid Bad Debt in Full	No
SU02	FOS Damage Claims	No
BL49	Subtransactions are inconsistent	Yes
BL50	Division not possible: divisor is 0	Yes
BL55	No register allocations for role	Yes
BL57	Inconsistent gas date for meter reading	Yes
BL98	Gaps in definition for tax determination indicator	Yes
C096	No Automatic Owner Allocation - Letter to Landlord	No

BPEM Category	BPEM Description	Impacts Billing?
C100	Move-in - Shared Meter Status	No
C107	Transfer - Customer on LSE	No
C116	Transfer Security Deposit to Other Account	No
C201	Direct Debit Enrollment Form	No
C207	Automatic Owner Allocation Enrollment Form	No
FI40	Tax code is invalid	No
W037	Meter Change Request - TOU to WHR	No
BL97	Update not possible for operand	Yes
C114	PSC Complaint	No
C214	Customer Natural Gas Interest	No
W005	Warning Tag - Extenuating circumstances	No
BL58	Allocate a profile to logical register	Yes
C075	Service Denied - Owes Bill / Deposit	No
C106	Move-Out - Customer on LSE	No
PR05	Bill Print Large Amount Validation (>$10MM)	Yes
BL26	The billing period is short, wait till the next billing period	Yes
BI14	Customer not Billed no existing exception found	Yes
C209	Landlord / Owner Sold Property - No Shared Condition	No
C234	Create Reconnect Order Through Move-In	No
W025	Meter Change Request - Dem to WHR	No
W047	Service Order completion failed in SAP	No
FI05	Identity theft case reported no move in request	No
C202	Direct Debit Cancellation	No
C236	Final Bill Correction	No
W020	Claims Indicated by field	No
W026	Send To Estimating	No
W028	To Customer Accounting	No
C088	Move-out - Stop Billing for Specific Area Light on Installation	No

BPEM Category	BPEM Description	Impacts Billing?
C079	Service Denied - DSS Commitment	No
IN09	SIM: Device/register multiple meter reading	No
W051	To Engineer	No
FI36	Balance is not $0, posting not possible	No
W050	To Meter Foreman	No
FI54	No Acct Determ possible for libpd credit	No
C008	Move-in - LSE Qualification and Enrollment	No
W045	To Service Supervisor	No
C204	Commercial Service Application	No
C203	Residential Service Application	No
BL99	Price1, price cat2, pricing level3 does not exist	Yes
W049	Shared Meter Sales Correction	No
BL01	Operand is missing	Yes
BL34	Move in read is missing	Yes
BL56	Temp. area missing for degree day weight	Yes
BL32	Installation has previous contract to be billed	Yes
C081	Deposit / Commercial App / Business Certificate / ID Required	No
W016	Send letter for Inactive Gas Retirement	No
W029	To Line Foreman	No
IN04	Posting for account determination not allowed	No
C084	Inactive Account with Peak Perks Credit Value	No
FI51	Cannot Determine Unique Revenue A/c for Item n Amt	No
W039	To Tree Crew	No
C229	Complaint - Reliability Issues	No
BLA0	No MR result marking end of billing period	Yes
W001	Appointment Missed for Service Order	No
C080	Service Denied - Landlord / Tenant Agreement	No
C230	Complaint - Meter Not Getting Read	No
MR29	Move Bi-mon Non-Dem meter Cust to demand billing	No

BPEM Category	BPEM Description	Impacts Billing?
BL14	Billing period spans a rate change	Yes
C074	Service Denied - Owes Bill / Past Due Amount	No
C215	Complaint - High Bill - PV	No
C082	Premise Inspection	No
BL45	Installation group	Yes
C221	Review Credit Balance (Refund)	No
W042	Meter Removal Failure	No
C233	Legacy Meter Reading Adjustment	No
C232	Legacy Customer Moves Adjustment	No
C098	Identity Theft Found during Move Process	No
W004	Warning Tag - 10 Day	No
FI53	Posting per x for company code 1500 already closed	No
BL74	Multiple billable billing orders exist	Yes
MT25	Billing- cannot create billing determinants	No
BL36	Gas Procedure is missing	Yes
BL30	Not possible to update installation facts	Yes
W011	Meter Lock order changed to Readover	No
BL39	No value found for price	Yes
BL09	Termination in Variant Inconsistent Sub-trans	Yes
W012	Meter Install for new business	No
C117	Notifi Deregistration	No
MT22	Net-metered account- cannot estimate for the Marketer Suspension.	No
MR25	Move Cust to non-demand Billing; Move to Bimonthly	No
W007	Transformed Pole number passed is invalid	No
W027	Return to Field	No
MR22	Create field order to check unknown usage	No
C090	Drop - Last Read Date Overlooked	No
BL37	Account determination not possible	Yes
C241	Explain - General Billing	No

BPEM Category	BPEM Description	Impacts Billing?
MT20	Meter Read not Received	No
MR17	No Access to meter: Initiate Legal action process	No
C242	Explain - Bill Correction	No
FI45	Misc. Credits (Sales Correction)	No
MR27	Move Bi-monthly Dem. meter Cust to demand billing	No
C095	Move-Out during Winter Period (Nov 1 - Apr 15)	No
C217	Complaint - High Bill	No
MR04	Exceeds Maximum Limits	Yes
W002	Appointment Kept for Service Order	No
IDXR	MPM: Repeat Process Step automatically (PE)	No
MR16	No Access to meter: Send form letter to customer	No
MR18	No Access to meter: Flag to meter reading sprvsr	No
MR26	Move monthly Dem. meter Cust to demand billing	No
PR03	Print Doc Special Handling Bill	No
PR02	Print Doc Out of Balance	No
MR15	Below Tolerance Limits	Yes
BB04	EITR bill doc dates doesn't fall into EABP dates, skip function	Yes
BL02	Contract is blocked for billing By User	Yes
BL04	Billing Document Out sorted	Yes
MT18	824 Negative Application Advice	No
MR32	Customers with 2 consecutive 0 usage readings	No
W009	Send To CSR	No
IN05	Preceding document not yet invoiced	No
BLA4	New bill document exists for this contract	No
BL29	Billing order not in selection process	Yes
IN01	Invoicing document has been out sorted	No
IN06	Invoicing lock	No

Attachment 1

			In-Person Hearings					
			Poughkeepsie	Newburgh	Kingston	Catskill	Total	
Total Speakers			25	29	41	17	112	
Comments not about specific billing issue			5	15	15	6	41	36.6%
Customers identifying billing issue								
	PSC Case Open	Open	2	1	-	1	4	3.6%
	PSC Case Resolved/Closed	Resolved	2	1	9	3	15	13.4%
	No PSC Case but customer has	Open	-	-	1	1	2	1.8%
	reported issue to Company	Resolved	6	5	6	6	23	20.5%
	No PSC Case and Customer has not reported issue to Company		1	2	-	-	3	2.7%
	Cannot locate account with name		7	2	5	-	14	12.5%
	N/A - general claims/claims on behalf of unnamed constituents		2	3	5	-	10	8.9%
Total			25	29	41	17	112	100.0%

Public Hearing - Poughkeepsie - 10/18/2023

ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description	PSC Case	Notes	Complaint	Contact
1	Billing		Representative	Dutchess County Legislature Fishkill Town	14	• Noted "faulty billing practices over the past couple of years"; no further detail provided	N/A			
2	Billing		Representative	Beacon City Council	16	• Noted being "consistently told stories of the egregious and inconcsistent charges that have continued and haven't been resolved since 2021." No further detail provided.	N/A			
3	Billing CDG		Customer	N/A	17-27	for $0 • No online account summary at the time, customer portal was timing out/unavailable > no visibility into consumption or charges • Spoke with call center and main office who agreed that the account wasn't right, but no further contact or resolution since • Phone app says "no gas or electric usage found for this account" • 26 separate ticket numbers but no resolution • Received summaries which had inconsistent formatting; CH confirmed that reports were hand-generated • Gets email reminders of bills "for instance, due on 09/10, but the date was 3/10"; unsure is that's 6 months ahead or behind • Often gets two paper bills at the same time • Notes multiple conversations with various members of CH leadership to resolve that result in unresponsiveness • Recently regained account summary billing and payment history - sees 24 entries for consumption billing, 22 for payments where he double paid because he didn't receive a bill • 90 CDG bills with 3-12 entries/day - 17 CDG credits • 3/23/2022 shows CDG bill of $11,164.20 with CDG credit of $11,026.20 on the same day; 28 entries listed as reversals, 21 entries listed as other; 200 line items in 24-month period • Notes conversations with Wappingers Hydroelectric who relayed that they're losing 1-2 customers/week because people are scared of getting a surprisingly large bill without warning • Calculated 12-month average based on CH-provided spreadsheets, and all came out to less than $298 (previous budget billing amount); Waited until 9/2022 and budget billing amount came to exactly $298; 9/2023 CH recalculated budget billing to $319 • Notes familiarity with SAP billing systems	Open			
4	Billing		Customer	N/A	28-31	• Notes billing inaccuracies • Contacted customer support, waited 3 weeks with no response; emailed asking to set up payment plan for $100/month, received email back with payment arrangement of $1,062.28 with subsequent payments of $923/month • Recently received bill for $8,604.29	No			high bill response sent 8/2023
5	Billing		Customer	N/A	31-34	• Concerned about bill because of inability to track, uncertainty about process • Issues with using new billing system	No	There are 2 business partner numbers relating to this name (one containing a middle initial ?); however there are no active accounts		
6	Billing Estimates		Customer	N/A	34-41	• "...Spent well over 40 hours in the past year-and-a-half getting incorrect bills corrected and credited" • Notes long wait times with customer service • Notes inconsistencies with billing estimates	No	complaint handled through Pat Ryan's office	PV Credits	Explained how to read bill and how to find credits on 9/14/2023 & 9/2/2023
7	Billing Estimates CDG		Customer	N/A	41-54	• Notes large estimate inconsistencies; some cases of either 100% over, or vastly under-estimated • Didn't receive a bill for 6 months at one point then received a massive bill	No	cannot locate an account with this name		
8	Billing Estimates		Customer	N/A	54-59	• Notes "battling" with CH over irregular/over billing; has a bill from last winter that's "thousands of dollars" while being away from home ~2 wks/month • Claims meter on home is from 1990, yet CH is doing AMR reads on it	Closed	closed 3/9/2023; set up PARR		
9	Billing		Customer	N/A	63-68	• Received a bill in 10/2022 for $800 without warning or explanation; bill in 9/2023 for $1000+ without warning or explanation • Notes new billing system, but no specifics other than her bills	No		CDG	Customer was provided CDG contact info to discuss terms of agreement/unenroll on 7/19/2023
10	Billing		Customer	N/A	70-72	• Billing inconsistencies; received bill in 2022 for triple their usual bill	No	cannot locate an account with this name		
11	Billing		Representative Customer	City of PoughKeepsie Common Council Ward 8	72-74	• Billing inconsistencies (bill went from $200 in winter 2022 to $800 in spring 2023 without explanation)	No	located business partner number; however no active account		
12	Billing Estimates		Customer	N/A	74-78	• Notes issues with billing estimations, but doesn't provide specifics	No		Billing	Discussed billing charges and autopay on 8/1/2022
13	Billing		Customer	N/A	78-81	• Notes billing inconsistency • Claims his son's electric bill was $3000	Closed	closed 3/2022		
14	Billing		Customer	N/A	81-87	• Claims to have been double billed • Unsatisfactory customer service experiences • Seems to be on budget billing for $255, received a bill for $334	Closed (see above)	closed 3/2022		
15	Billing		Customer	N/A	87-90	• General complaint about billing inconsistencies, no quantitiative evidence provided	No			
16	Billing		Representative	Relaying remarks for Didi Barrett, Chair of the 106th Assembly Disctrict and chair of the assembly's committee on energy	90-92	• Constituents have seen high/confusing bills without sufficient explanation • Unnamed couple allegedly received an estimated bill of $44,000 vs. their usual $100 bill	No	cannot locate an account with this name		
17	Billing		Customer	N/A	92-94	• Notes billing inconsistencies; no quantitiative evidence provided	No	there are accounts with this name - no identifying info		
18	Billing		Customer	N/A	94-100	• CDG customer, filed two official IPSC complaints • Reliability issues, doesn't get bills for months then get six at once • General dissatisfaction with billing, customer service, and CDG; not many specifics/quantitative evidence	Open	waiting for informal hearing		
19	Billing		Customer	N/A	100-104	• Claims he's had bills go from $163 to $5,000/month; unclear on reasoning/frequency • Lack of resolution from CH/customer service	No		high bill	Two meters tested and functioning within limits- mini splits/well pump/dehumidifier - 6/1/2022

20	Billing Estimates	[redacted]	Customer	N/A	104-106	• Received seemingly inaccurate bills; told to use self-reporting system	No	cannot locate an account with this name		
21	Billing		Customer	N/A	106-110	• Just received a $4,732 bill; next day web portal said it was $22.24 • Spends significant amount of time away from home for military work; received a bill for ~$2,000 while away	No			high winter usage - 2/2023

Public Hearing - Newburgh - 10/17/2023

ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description	PSC Case	Notes	Complaint	Contact
1	Billing Estimations		Customer	N/A	13-19	• General dissastisfaction with billing • General dissastisfaction with estimated billing	Closed		bill relief credit/estimated meter readings	3/10/23 Resolution Email was sent on 3/10/23 detailing when bill relief credit was issued and how to submit a meter
2	Billing		Customer	N/A	19-22	• Bill went from pre-COVID $230/month to $490/month • Owns a restaurant; bills were $1450-$2000, now $3500/month	No	cannot locate an account with this name		
3	Billing		Customer	N/A	32-36	• Was gone for a month, received a bill for $15,000 • Inconsistent billing; months go from "$89 to $650 or $680"	No			Outreach has recently spoken with this customer, resolved
4	Billing Estimations		Representative	Assembly Member	36-38	• General statements about constituent issues with billing, estimates	N/A			
5	Billing		Customer	N/A	38-44	• General complaints about billing system	No			
6	Billing		enator	NY State Govt	44-47	• General mention of customer issues with being overcharged, inconsistent billing, inaccurate estimates	N/A			
7	Billing		Customer	N/A	47-49	• General dissastisfaction with estimates	No			ESCO contact info/self meter read - 1/23/2023
8	Billing		Customer	N/A	50-51	• Vague mention of inconsistent billing	No		Billing, usage and supply rates	Date Of Contact 7/25 CSR reviewed Supply, usage comparision, 9/6 Voicemail and cancel/rebill to distribte usage 9/12 CSR balance and IP 10/2 BBP Ticket to email supply rates.
9	Billing		Customer	N/A	51-53	• General mention of rates increasing ($200 > $300 > $500) • General mention of poor customer service experience • General mention of software issues	No		high bills	Date of Contact- 9/19 in person and 9/21 email follow up Resolution- detailed explaination/education, options to consider and links for such provided
10	Billing		Customer	N/A	53-58	• Received a $1500 bill for one month in between $160 and $116 bills; $19 bill in August • Went to the PSC, but apparently determination said CH's billing was fine yet contained no reasoning for the high bill	Open	waiting for informal hearing		
11	Billing		Activist Group	Beacon Climate Action Now	59-61	• General claims on inconsistent billing for his business	No	cannot locate an account with this name		
12	Estimations		Councilman	City of Newburgh	62-65	• Single mention of "I know what [the billing issues were] now, the estimated billing, the estimated billing was a fiasco."	N/A			
13	Billing		Mayor	City of Newburgh	65-72	• Claims he received a $782,000 bill	No		high bills/application of payment	contact on 10/3/2023, 3/24/2023, 3/25/2022
14	Billing Estimations		Customer	N/A	96-98	• Doesn't understand bill; claims to have received inconsistent/high bills ($98 > $646; $300 > $400 > $500) • Poor customer service experience	No			

Public Hearing - Kingston - 10/18/2023										
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description	PSC Case	Notes	Complaint	Contact
1	Billing Estimations		Representative	Dutchess, Green, Ulster Counties	9-12	• General mention of constituents issues with: estimations, overcharges, inaccurate meter reads, poor customer service • Notes constituent issues being "primarily triggered by the company's mishandled rollout of a new billing system."	N/A			
2	Billing		Representative	County Executive's Office	13-16	• Notes "inaccurate and inconsistent billing" • Claims that on the day (10/18) a resident called after receiving "a $1400 bill after not being billed for many months with no explanation" • Claims of receiving other recent ccomplaints of $3000 and $11,000 monthly bills	N/A			
3	Billing		Supervisor	Town of Rochester	17-20	• Claims one of the members on his town board hasn't received a bill in over two years • "He recently got a bill from Nexamp who gets -- only gets their information from Central Hudson as to usage for over $5,000 for a relatively small home."	N/A			
4	Billing		Customer	N/A	20-27	• Received an "outrageous" bill in Jan 2022 • Tells story of long customer service journey to get on budget billing; complains of being provided untrue information • Claims to have an official statement of some kind from CH that states "Central Hudson is not going to set a precedent to adjust the bill or a payment plan, if word gets out about adjustment to the damages on your two-year journey."	Closed (2)			Has spoken to Jason Puckett numerous times
5	Billing Estimations		Customer	N/A	27-30	• General complaint of estimations • Claims to have received monthly bills as high as $850; Bills of $535/month for 3 months in 2021 while hospitalized	Closed (2)	cust had PSC case resolved Feb 28 2023 and Oct 25	supply rates	
6	Billing		Customer	N/A	30-34	• General complaints of inconsistent billing; recevied a bill this month (10/2023) for $850	No			incorrect HEAP received - 7/2022
7	Billing		Customer	N/A	36-38	• Received a bill for $444.35; disputed it and didn't hear back until 9/2023; still unresolved	Closed	estimated usage dispute - actual reads received		
8	Billing		Customer	N/A	38-42	• Received $1500 bill for one month sandwiched between $160 and $116 bills	Open	waiting for informal hearing		
9	Billing		Customer	N/A	42-45	• General confusion around billing/high bills	No	cannot locate an account with this name		
10	Estimations		Customer	N/A	45-48	• Claims to have been double/triple billed • General dissatisfaction with billing/customer service	Closed	usage dispute		
11	Billing		Customer	N/A	48-50	• Several claims of multiple bills in single months; most recently 4/2023 • Claims to have received bill in 9/2023 for $5011.67 while paying $424/month for past year	Closed	reversals/budget		
12	Billing		Customer	N/A	50-52	• General complaint of high bills	No	cannot locate an account with this name		
13	Billing		Customer	N/A	58-62	• On budget billing, received bill in 4/2022 for $900 • Customer service told her billing rate would go down, but increased it	Closed	Closed 8/2022		
14	Billing		Customer	N/A	62-67	• General complaint about estimations • Claims to have bill for $4000; unlcear if it's for a single month	Closed	no meter access issue since 2022		
15	Billing		Customer	N/A	68-70	• Inconsistent billing/high bills ($0 > $700/month) • Claims he's been charged for his neighbor's meter reading	No	cannot locate an account with this name		
16	Billing		Customer	N/A	71-73	• Claims to have multiple high bills ($700-$1000) between 11/2022-3/2023; double billed in 11/2023	No			estmated bills/access issue - 3/2022
17	Billing		Customer	N/A	73-75	• General claims of inconsistent billing	No			multiple bills/reversals - 4/2023-10/2023
18	Billing		Customer	N/A	75-77	• Received $1000 bill on top of $100/month budget billing	No			budget adjustment - winter 2022
19	Billing		Customer	N/A	77-78	• General claims of inconsistent billing	Closed	waiting for meter test order to be issued from PSC		
20	Billing		Representative	Dutch Village Tenant Association	78-79	• General claims of inconsistent billing	N/A			
21	Billing		Customer	N/A	88-92	• General confusion about high bills; dissastisfaction with customer service	No			4/2022 customer states if she had known how to read a meter she would have used less electricity. first meter was tested on 06/2022 with 100.31%, meter was changed on 8/2022 per customer request. Usage is in line, year to year with slight gradual winter decrease each year.
22	Billing		Customer	N/A	101-105	• General complaints of inconsistent billing	No			explained est vs. act - 9/2023
23	Billing		Representative	Kingston Rent Guidelines Board	105-109	• General complaints of inconsistent/high bills of residents	N/A			

24	Billing		Customer	N/A	111-112	• Claims to have received bill for 10/2023 for $2000; June 2023 for $26,000	Closed	closed 11/13/2023 - Customer did not send in picture of meter as she said she would send.		
25	Billing Estimations		Customer	N/A	117-121	• General confusion with bills/estimates	No	cannot locate an account with this name		
26	Billing		Customer	N/A	129-134	• Claims to have not received a bill from 3/2021-2/2022; bill for 2/2022 was $3500	No	cannot locate an account with this name		
27	Billing Estimations		Customer	N/A	134-146	• General dissatisfaction with billing/estimations; claims CH estimated bills are "synthesized"	No			customer has not contacted since account was rebilled to reflect the CDG subscription was applied 03/07/2023

Public Hearing - Catskill - 10/17/2023										
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description	PSC Case	Notes	Complaint	Contact
1	Billing		Customer	N/A	11-13	• Received two bills within 16 days between 8-9/2023	No		autopay	assistance w/autopay - 3/2022-10/2023
2	Billing		Customer	N/A	13-16	• Claims to have been triple billed in 10/2023	Resolved	resolved 9/2023		9/29/2023
3	Billing		Customer	N/A	16-19	• Claims to have received a $1000 bill for 10/2023 • Issues submitting self-reads	No			last contact on 9/25/2023
4	Billing		Customer	N/A	19-21	• General complaints/confusion with billing inconsistencies	No		multiple ebills	provided paper copies with detail - 2/23/2022
5	Billing		Customer	N/A	21-24	• Claims to have received no bills for 3 months in 2023	Resolved	resolved 8/2023		
6	Billing		Customer	N/A	27-29	• Didn't get billed for first two months of SAP switch	No			suggested customer continue paying budget installment - 9/1/2021 - defect corrected 12/2021
7	Billing		Customer	N/A	29-30	• Reconciliation bill was $1100 more than expected; general dissatisfaction with customer service/was not able to resolve	No		high bills	higher supply prices - 1/2023 - 2/2023
8	Billing		Representative	Chair of the Catskill Planning Board and Public Library	30-34	• Tenants unable to get accounts and passing on bills didn't get bills for 5 months, then left; he's stuck with the bill > claims this cost him an aggregate of $10,000 • General dissastisfaction with estimates	Closed	5/11/2023		05/23/23 - due to no access, estimated for 3 scheduled readings, next actual readings came in higher than expected which caused an estimate to replace the actual. Account was rebilled to actual readings obtained. 11/14/23 Determination from PSC cases states account has been billed accurately, no further adjustments are warranted.
8	Estimations		Customer	N/A	38-44	• General confusion around estimations; claims no actual readings were taken between 6/2022-6/2023 • Didn't receive bills for months; received 10 CH bills in one day	Open	waiting for informal hearing		
9	Estimations		Customer	N/A	44-48	• General dissatisfaction with estimates	No			advised to send in pic of meter, but not done. Customer has made only one payment since 10/2021 - 4/22/2022
10	Billing		Customer	N/A	48-58	• Claims to have had several bills/credits in the same month up to $11,575.43	No			Does not have a psc case. waiting for pv - TL to call back regarding billing. LS escalated to LK and JN

Public Hearing - WebEx - 9/12/2023 - 1:07 PM						
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description
1	Billing		Customer	N/A	9-10	• General complaints about inconsistent billing
2	Billing		Customer	N/A	13-15	• General complaints about inconsistent/inaccurate billing
3	Billing		Customer	N/A	16-19	• Claims she gets 4 bills each month • General complaint about estimations
4	Billing		Customer	N/A	24-26	• General complaints about incorrect billing

Public Hearing - WebEx - 9/12/2023 - 5:18 PM						
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description
1	Estimations		Customer	N/A	10-11	• General complaint about estimations
2	Estimations		Customer	N/A	11-13	• General complaint about estimations; received $822 bill unexpectedly
2	Estimations		Customer	N/A	13-14	• General complaint about estimations/inconsistent billing

Public Hearing - WebEx - 9/20/2023 - 1:03 PM						
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description
1	Billing		Customer	N/A	19-21	• Secondhand complaints of billing issues • Claims to have received "excessive bills with no explanation"
2	Billing		Customer	N/A	29-30	• Complaints about inconsistent billing; claims to have received three bills in one month
3	Billing		Customer	N/A	51-53	• General complaints about inconsistent billing
4	Billing Estimations		Customer	N/A	54-57	• General complaints about estimations/inconsistent billing

Public Hearing - WebEx - 9/20/2023 - 5:04 PM						
ID	Complaint Type	Speaker	Speaker Type	Speaker Organization(s)	Page Reference	Complaint Description
1	Billing		Customer	N/A	14-17	• General complaints about inconsistent billing
2	Billing		Customer	N/A	17-20	• Claims to have been paying bills but kept getting negative balance notices • Received 12 bills over two days; received $3700 bill from CH
3	Billing		Customer	N/A	23-27	• General complaints about inconsistent billing

Attachment 2

NOTE: 10 tickets were evaluated which implemented a fix that PA evaluated as either satisfactory or addressing the immediate issue yet were not marked as "Done:"
Issue Tracker Row IDs: 241, 242, 340, 351, 353, 384, 410, 416, 418, 422
The PA team has noted that these tickets should be marked as "Done," however they are included in the counts of "Incomplete" tickets below so as to not affect the efficacy of this analysis.

			Status		Quality of Completed Tickets			
OIE Category or Doc Reference	**Description**	**Code Reviewed**	**Complete**	**Incomplete**	**Satisfactory or Immediate Issue Addressed**	**Unsatisfactory**	**Lacking Traceability Required for Validation**	**Comments**
001	Dissonance between meter read date and billing date and the different commodity rate that's used	13	12	1	12	0	0	
002	Accuracy issues related to Retail choice customers	29	29	0	27	1	1	Some turned out to involve configuration rather than code; one portal related
003	Validate that issues with Solar customers (generation data, double billing from estimation, double billing from budget bills)	9	9	0	9	0	0	A data fix was made in production for one issue but root cause was not disclosed so could not assess whether recurrence prevented
004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	5	5	0	5	0	0	
005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	28	22	6	22	0	0	
006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date, including the Summary at a Glance section of budget bills and the annual adjustment presentation, which was not accurate	22	22	0	22	0	0	
007	Net metered bills – There was a misalignment between the bimonthly meter reads, the billing of net metering, and the SAP requirement of a monthly meter reading necessary to issue a budget bill	3	3	0	3	0	0	
008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit, the billing document reverted to $0 or negative, resulting in an incorrectly updated budget differential	12	11	1	11	0	0	
009	Issues with number of budget billing installments as a result of rebills	5	5	0	5	0	0	
010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems, ESCOs, net generation module, and any others	140	134	6	134	0	0	This category was comprised of exclusively of EDI rather than source code issues, EDI files were not searchable. See *Section 5. EDI Analysis* for findings and commentary.
011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	42	37	5	35	0	2	Some issues turned out to involve configuration rather than code, or data fixes where root cause was not disclosed so could not assess whether recurrence prevented
DR-0040 (Non-DR-0062)	N/A	92	76	16	60	0	16	For five of the issues said to be complete, the comments reported that the ticket was still being worked; and the work in progress was not of a state that could be assessed. For the three said to be in progress, the work was assessed as satisfactory.
DR-0062	N/A	24	24	0	21	1	2	For two of the issues that claimed to be complete the work was not found in production, and the documentation of the Jira itself was deemed poor. [@Panorama input here as to remaining three.]
TOTAL		424	389	35	366	2	21	

			Status		Quality of Completed Tickets			
OIE Category or Doc Reference	Description	Code Reviewed	Complete	Incomplete	Satisfactory or Immediate Issue Addressed	Unsatisfactory	Lacking Traceability Required for Validation	Comments
001	Dissonance between meter read date and billing date and the different commodity rate that's used	13	12	1	12	0	0	
002	Accuracy issues related to Retail choice customers	5	5	0	5	0	0	Some turned out to involve configuration rather than code; one portal related
003	Validate that issues with Solar customers (generation data, double billing from estimation, double billing from budget bills)	2	2	0	2	0	0	A data fix was made in production for one issue but root cause was not disclosed so could not assess whether recurrence prevented
004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	3	3	0	3	0	0	
005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	0	0	0	0	0	0	
006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date, including the Summary at a Glance section of budget bills and the annual adjustment presentation, which was not accurate	0	0	0	0	0	0	
007	Net metered bills – There was a misalignment between the bimonthly meter reads, the billing of net metering, and the SAP requirement of a monthly meter reading necessary to issue a budget bill	3	3	0	3	0	0	
008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit, the billing document reverted to $0 or negative, resulting in an incorrectly updated budget differential	3	2	1	2	0	0	
009	Issues with number of budget billing installments as a result of rebills	3	3	0	3	0	0	
010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems, ESCOs, net generation module, and any others	0	0	0	0	0	0	This category was comprised of exclusively of EDI rather than source code issues, EDI files were not searchable. See *Section 5. EDI Analysis* for findings and commentary.
011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	3	3	0	3	0	0	Some issues turned out to involve configuration rather than code, or data fixes where root cause was not disclosed so could not assess whether recurrence prevented
DR-0040 (Non-DR-0062)	N/A	92	76	16	60	0	16	For five of the issues said to be complete, the comments reported that the ticket was still being worked; and the work in progress was not of a state that could be assessed. For the three said to be in progress, the work was assessed as satisfactory.
DR-0062	N/A	0	0	0	0	0	0	For two of the issues that claimed to be complete the work was not found in production, and the documentation of the Jira itself was deemed poor. [@Panorama input here as to remaining three.]
TOTAL		127	109	18	93	0	16	

			Status		Quality of Completed Tickets			
OIE Category or Doc Reference	Description	Code Reviewed	Complete	Incomplete	Satisfactory or Immediate Issue Addressed	Unsatisfactory	Lacking Traceability Required for Validation	Comments
001	Dissonance between meter read date and billing date and the different commodity rate that's used	0	0	0	0	0	0	
002	Accuracy issues related to Retail choice customers	24	24	0	22	1	1	Some turned out to involve configuration rather than code; one portal related
003	Validate that issues with Solar customers (generation data, double billing from estimation, double billing from budget bills)	7	7	0	7	0	0	A data fix was made in production for one issue but root cause was not disclosed so could not assess whether recurrence prevented
004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	2	2	0	2	0	0	
005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	28	22	6	22	0	0	
006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date, including the Summary at a Glance section of budget bills and the annual adjustment presentation, which was not accurate	22	22	0	22	0	0	
007	Net metered bills – There was a misalignment between the bimonthly meter reads, the billing of net metering, and the SAP requirement of a monthly meter reading necessary to issue a budget bill	0	0	0	0	0	0	
008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit, the billing document reverted to $0 or negative, resulting in an incorrectly updated budget differential	9	9	0	9	0	0	
009	Issues with number of budget billing installments as a result of rebills	2	2	0	2	0	0	
010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems, ESCOs, net generation module, and any others	140	134	6	134	0	0	This category was comprised of exclusively of EDI rather than source code issues, EDI files were not searchable. See *Section 5. EDI Analysis* for findings and commentary.
011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	39	34	5	32	0	2	Some issues turned out to involve configuration rather than code, or data fixes where root cause was not disclosed so could not assess whether recurrence prevented
DR-0040 (Non-DR-0062)	N/A	0	0	0	0	0	0	For five of the issues said to be complete, the comments reported that the ticket was still being worked; and the work in progress was not of a state that could be assessed. For the three said to be in progress, the work was assessed as satisfactory.
DR-0062	N/A	24	24	0	21	1	2	For 4 of the issues that claimed to be complete the work was not found in production, and the documentation of the Jira itself was deemed poor.
TOTAL		297	280	17	273	2	5	

	Priority/Review Outcome	Total Count	Notes
Totals	Critical/Unsatisfactory	2	All five tickets in this category seem to be resolved based on Jira comments, however, the Jira tickets lack the traceability and/or clarity necessary to complete any further validation.
	Major/Unsatisfactory	0	
	Minor/Unsatisfactory	0	
	Critical/Inconclusive	9	21/46 tickets in this category seem to be resolved, and the PA team was able to complete some level of verification, but transport numbers/IDOC details were not provided to fully verify. 25/46 tickets are marked in Jira with statuses indicating that the ticket has not yet been completed.
	Major/Inconclusive	20	
	Minor/Inconclusive	17	
OIE	Critical/Unsatisfactory	2	
	Major/Unsatisfactory	0	
	Minor/Unsatisfactory	0	
	Critical/Inconclusive	6	
	Major/Inconclusive	7	
	Minor/Inconclusive	6	
PA	Critical/Unsatisfactory	0	
	Major/Unsatisfactory	0	
	Minor/Unsatisfactory	0	
	Critical/Inconclusive	3	
	Major/Inconclusive	12	
	Minor/Inconclusive	11	
Both	Critical/Unsatisfactory	0	
	Major/Unsatisfactory	0	
	Minor/Unsatisfactory	0	
	Critical/Inconclusive	0	
	Major/Inconclusive	1	
	Minor/Inconclusive	0	

Row #	Issue Category ID	Issue per the OIE Report	Defect Source	Jira Key	Epic	DR-0040 BPEM / RCA	IssueType	Priority	Selected for Code Review	SAP	ABAP	EDI	PI	FCS	OpenText Bizlink
0001	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-15591	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0002	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-14513	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0003	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-15827	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0004	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-16383	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0005	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-18051	OPS - DM/WM (PP-16504)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0006	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-18641	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No
0007	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-16190	Hypercare - DM (PP-12901)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No
0008	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-13499	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0009	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-16306	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No
0010	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-12958	Hypercare - Data (PP-12939)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No
0011	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-12736	DR2 (PP-12636)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0012	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-16231	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0013	001	Dissonance between meter read date and billing date and the different commodity rate that's used	PA Keyword Search	PP-15942	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No
0014	002	Accuracy issues related to Retail choice customers	PA Keyword Search	PP-14102	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0015	002	Accuracy issues related to Retail choice customers	PA Keyword Search	PP-13787	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0016	002	Accuracy issues related to Retail choice customers	PA Keyword Search	PP-16832	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0017	002	Accuracy issues related to Retail choice customers	PA Keyword Search	PP-14363	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0018	002	Accuracy issues related to Retail choice customers	PA Keyword Search	PP-17378	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0019	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13118	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0020	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13325	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	No	No	No	No	No	No
0021	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13371	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	No	No	No	No	No	No
0022	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13373	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0023	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13435	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0024	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13460	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0025	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13541	Hypercare - RA (PP-12911)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No
0026	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-13782	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0027	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14084	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0028	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14102	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0029	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14167	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0030	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14196	Hypercare - Cross Channel (PP-14192)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0031	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14285	Hypercare - Cross Channel (PP-14192)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No
0032	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14423	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0033	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-14648	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0034	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15028	Hypercare - BL (PP-12912)	N/A	Bug	Minor	Yes		No	No	No	No	No
0035	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15038	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0036	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15044	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0037	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15047	Hypercare - Cross Channel (PP-14192)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0038	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15065	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0039	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15066	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0040	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15155	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0041	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15183	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0042	002	Accuracy issues related to Retail choice customers	High Impact OIE Mapping	PP-15188	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0043	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	PA Keyword Search	PP-15883	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0044	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	PA Keyword Search	PP-14606	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0045	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-14893	Hypercare - BL (PP-12912)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No
0046	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-15386	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0047	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-15626	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0048	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-16063	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0049	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-16294	Hypercare - BL (PP-12912)	N/A	Task	Major	Yes	Yes	No	No	No	No	No
0050	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-16375	Hypercare - BL (PP-12912)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0051	003	Va idate that issues with Solar customers (generation data double billing from estimation double billing from budget bills)	High Impact OIE Mapping	PP-16563	OPS-DM/WM (PP-16504)	N/A	Bug	Minor	Yes	Yes	No	No	No	No	No
0052	004 008	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	PA Keyword Search	PP-15460	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0053	004 008	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	PA Keyword Search	PP-15741	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0054	004 008	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	PA Keyword Search	PP-16119	Hypercare - BL (PP-12912)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0055	004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	High Impact OIE Mapping	PP-14925	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0056	004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	High Impact OIE Mapping	PP-14926	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0057	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	Both	PP-17017	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0058	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	Both	PP-18497	OPS - Billing (PP-16502)	N/A	CR	Major	Yes	Yes	Yes	No	No	No	No
0059	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	Both	PP-16245	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0060	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-14971	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0061	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-15035	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0062	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-15461	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0063	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-15741	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0064	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-15872	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0065	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-15995	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0066	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16032	Hypercare - BL (PP-12912)	N/A	Task	Minor	Yes	Yes	Yes	No	No	No	No
0067	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16108	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No
0068	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16341	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0069	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16543	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0070	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16855	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0071	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16856	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0072	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-16857	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No
0073	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-17043	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0074	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-17050	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No
0075	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-17814	OPS - Billing (PP-16502)	N/A	Task	Major	Yes	Yes	Yes	No	No	No	No

Row #	Title	Incident #	CR #	Transport Request Number(s)	Status	Review Complete?	Review Outcome	Acceptance Criteria Exist	Acceptance Criteria Comments	Fix Present in Production	Fix Effectiveness Rating	Fix Efficacy Comments	Downstream Effect Weight	Root Cause Identified	Pending Corrective Actions	Notes
0001	same meter # being transversed on bill print	INC0034945	N/A	DS4K931068	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Method METER_INFO of Class /CHGE/CL_BL_PRT_PWB_COMMON
0002	Meter reading indexes on bill don't match MRO	INC0030715	N/A	DS4K926872, DS4K927539, DS4K927561	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Method METER_INFO/BILL_CHARGES of Class /CHGE/CL_BL_PRT_PWB_COMMON
0003	Kubra Bill file is failing because of missing Gas Meter	INC0035942	N/A	DS4K931544, DS4K931401	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Configuration change	0%	Yes		Config Change - Cannot confirm efficacy of the fix
0004	Meter Multiplier is not being displayed on Gas account for bill print	INC0039065	N/A	DS4K934351	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Method METER_INFO of Class /CHGE/CL_BL_PRT_PWB_COMMON
0005	Retail Choice Operands Relevant For Billing Are Not Getting Adjusted for Actual Meter Read Date	INC0049035	N/A	N/A	In Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No		St ll being Worked on - Inconclusive from Jira
0006	Can not get installat on 70239458 which is MV90 to bill for 2/28/2023	N/A	CHG0039680	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Configuration change	0%	No		Config Change - Cannot confirm efficacy of the fix
0007	INSTALLATION BILLING ANAYLSIS REPORT ISSUE	N/A	CHG0035241	DS4K933670	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		
0008	Bill ng for Disconnected Installations	N/A	CHG0033323	DS4K923678	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Exit ZXEA69U01 Fixed	0%	Yes		Exit ZXEA69U01 Fixed
0009	Bill ng Master Data error -Installation - 70001082	INC0038573	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side effects	Data Fix	0%	No		
0010	Cutover Installation Change Valid Fr Valid T / Billing SP	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side effects	Data Fix	0%	No		
0011	Installation is missing rate type and fact groups and has no registers relevant for billing	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side effects	Data Fix	0%	No		
0012	Getting error Subscribers cannot be billed before Host on RNM satellite installation 70001093	N/A	CHG0034904	DS4K933217	Done	Yes	Satisfactory	No	N/A	Yes	Effective	FM ZINSTGRP Fixed	0%	Yes		FM ZINSTGRP Fixed
0013	For Installation 70076654, can not reverse the billing documents back to cut over in order to update the rate category	INC0036496	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side effects	Data Fix	0%	No		
0014	Retail Choice Customers Billed Wrong Rate	INC0029438	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	The data is fixed in PRD - could not determine the full efficacy of the solution	N/A - Cannot Determine	No		Data Fix. The data is fixed in PRD - could not determine the full efficacy of the solution
0015	Retail Choice Customer Billed Wrong Rate	INC0028683	N/A	DS4K923964	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		/CHGE/BL_R_AUTO_CANCEL_REBILL Report Fixed. The Transport fix is moved into Production
0016	Retail Simulation records have wrong dates	INC0041831	N/A	DS4K933078	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		/CHGE/BL_BIL_R_SIM_SCEN Report Created. The Transport fix is moved into Production
0017	Retail Choice and Full Service accounts coming in with wrong rate codes - G000/E000	INC0030254	N/A	DS4K926911, DS4K927066, DS4K927570, DS4K927626	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		/CHGE/CA_FI_TGTK_MAIN_PROC_RAR FM and /CHGE/CA_FI_O_REVBALANCE_TGTK Report Modified. The Transport fix is moved into Production
0018	The annual adjustment appears incorrect for Retail customers	INC0045340	N/A	DS4K939964, DS4K940141, DS4K940187, DS4K940320, DS4K940516, DS4K940799	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Methods of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed. The Transport fix is moved into Product on
0019	When the ESCO updates a price on the ESCO portal the date is not being updated.	INC0027004	CHG0033208	DS4K922999,DS4K923104	Done	Yes	Satisfactory	No	N/A	Yes	Effective	ESCO portal issue. The Transport fix is moved into Production	N/A - Cannot Determine	Yes		ESCO portal issue. The Transport fix is moved into Production
0020	Incorrect unit of measure is being used	INC0027548	CHG0033323	DS4K925935	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		SET_PRICE_DATA Method of Class /CHGE/CL_CS_ESCO_RATES Fixed. The Transport fix is moved into Production
0021	Pending Retail Choice Mismatch	INC0027677	N/A	N/A	Done	Yes	Unsatisfactory	No	N/A	No	Ineffective	With the data being actively updated Central Hudson decided it would be difficult to reconcile and decided to address it case by case when the ESCO Reaches out	N/A - Cannot Determine	No		With the data being actively updated the team decided it would be difficult to reconcile and decided to address it case by case when the ESCO Reaches out
0022	Retail Choice - Status mismatch in SAP	INC0027716	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed - could not determine the effectiveness of the solution	N/A - Cannot Determine	No		Data Fix. The data is fixed in Production
0023	Volumetr c RNM credits are calculating incorrectly	INC0027833	CHG0033309	DS4K923498	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Customizing Change. The Transport fix is moved into Production
0024	Cancels on ESCOs not showing on Bill	INC0027897	CHG0033195	DS4K923062	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Methods of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed. The Transport fix is moved into Product on
0025	814 Change from ESCO, PDOC complete when deadline is not reached	INC0028049	CHG0033297 CHG0033346	DS4K923197,DS4K923194	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Methods of Class /CHGE/CL_CHECK_PROCESS Fixed. The Transport fix is moved into Product on(Config Changes)
0026	Acct needs to be corrected for GTS Monthly Cust Data File 21000481487	INC0028677	CHG0033368	DS4K923930	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Report /CHGE/BL_RIL_R_DETERMINANT Fixed. The Transport fix is moved into Production
0027	ESCO rates previously updated in portal no longer available	INC0029406	CHG0033448	DS4K924896	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Customizing Change. The Transport fix is moved into Production
0028	Retail Choice Customers Billed Wrong Rate	INC0029438	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed - could not determine the efficacy of the solution	N/A - Cannot Determine	No		Data Fix. The data is fixed in Production
0029	Peaking serv ce not charging sales tax, revenue tax should be on a different line	INC0029643	CHG0033764	DS4K925305, DS4K926058, DS4K926195, DS4K926532, DS4K927099, DS4K927119, DS4K927290, DS4K927376, DS4K926507, DS4K927444, DS4K927446	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Customizing Change. The Transport fix is moved into Production
0030	Need process for capturing ESCO-provided rates directly to PS4 when moving up non-ESCO rates	INC0029739	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Yes	Unknown	Transport code unavailable to enable proper traceability	N/A - Cannot Determine	No		Report /CHGE/BL_BIL_R_DETERMINANT Fixed. Its inconclusive from the Jira Ticket if this is resolved or not
0031	ESCO can t update price on ESCO portal	INC0030038	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed in PRD - could not determine the effectiveness of the solution	N/A - Cannot Determine	No		Report /CHGE/RA_GTS_I_USAGEBILLD_NEW Fixed. The data is fixed in Production
0032	Gas bi ling determinant transaction not saving after execution of ESCO enrollment or manual update	INC0030426	CHG0033670	DS4K926056	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		FM /CHGE/CA_FI_CR_POST_R402 Adjusted. The Transport fix is moved into Production
0033	Month End Issue - GTS Billed usage #CR347	INC0031212	CHG0033858	DS4K927537	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Report /CHGE/RA_UTL_GEN_ESCORATE_FILE Fixed. The Transport fix is moved into Production
0034	In ESCO portal for Gas ESCOS they have to put a zero in front of their rate when post ng a rate to the portal.	INC0032741	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Unknown	Unknown	Custom web app issue - data issue is resolved, and business approval received	N/A - Cannot Determine	N/A		This is a Web Portal Fix not an SAP Fix. Team created a WEB 4112 Ticket to address
0035	Invoicing Error - Price GQN223G014 has incorrect unit of measurement	INC0032784	CHG0034873	DS4K925935,DS4K933010	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Method SET_PRICE_DATA Fixed. The Transport fix is moved into Production
0036	MV90 reports have not posted to ESCO portal since 10/20/21	INC0032798	CHG0034250	DS4K925333, DS4K929492, DS4K929861, DS4K930109	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Report /CHGE/RA_ESCO_I_ELMTRMV_DAILY Fixed. The Transport fix is moved into Production
0037	ESCO receiving error when trying to update price on portal	INC0032802	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Customizing Change, could not be validated. The Transport fix is moved into Production
0038	Full Reversals on Retail Choice Not Working	INC0032891	CHG0035424	DS4K932389	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		SAP Note 2937147 Implemented. The Transport fix is moved into Production
0039	New Contract not billing after retail choice activity	INC0032892	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		The Transport fix is moved into Production (This is a duplicate of PP-15198)
0040	Customers erroneously being flagged as low income and sent to ESCO to be dropped	INC0033246	CHG0034292 CHG0034309	DS4K929470	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		FM /CHGE/CA_FI_CR_POST_R402 Adjusted. The Transport fix is moved into Production
0041	No 'Esco Rates' reports on the ESCO portal	INC0033371	N/A	DS4K940655	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Report /CHGE/RA_UTL_GEN_ESCORATE_FILE Fixed. The Transport fix is moved into Production
0042	Please run ineligible customer list for E_AMBIT and G_AMBIT	INC0033387	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	N/A - Cannot Determine	Yes		Report Executed to determine ineligible customers
0043	solar pv - bank generation not billed correctly	INC0036276	N/A	DS4K933068, DS4K933298	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		METER_INFO Method In Class /CHGE/CL_BL_PRT_PWB_COMMON
0044	Payment is being double counted - creating negative bill	N/A	N/A	DS4K928112, DS4K930928	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Smart form /CHGE/BL_PRNT_F_COLL_BILL_S Adjusted
0045	PV CUST WAS BILLED TWICE FOR SAME TIMEFRAME	INC0032225	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed in PRD - could not determine the efficacy of the solution	0%	No		Data Fix. Data Correction in PRD
0046	/CHGE/BL_BIL_R_POST_INV Not Working Correctly	INC0034175	CHG0034309 CHG0034512 CHG0034937	DS4K926869, DS4K933259	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/BL_BIL_R_POST_INV Fixed. Transports are moved to PRD
0047	Net meter Budget billing issue with cod ng	INC0035159	CHG0034462 CHG0034462 CHG0034512	DS4K925907, DS4K930623, DS4K930254, DS4K930123	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Method IS_BB_PLAN_aMT_CHANGE_ELIG of Class /CHGE/CL_BL_BB_RECALCULATION Fixed. Transports are moved to PRD
0048	Incorrect budget recalculation for net meter CA 21003928237	INC0037117	CHG0034837	DS4K932834	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		User Exit - Include ZXELXU02 Fixed. Transports are moved to PRD
0049	Identify Net Metered Customers Double Billed	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed in PRD - could not determine the efficacy of the solution	0%	No		Data Correction in PRD
0050	Program to Identify Net-Metering Issues	INC0039018	CHG0036988	DS4K934059, DS4K940806	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/BL_BIL_R_GEN_CONS_REPORT Fixed. Transports are moved to PRD
0051	pv metering	INC0040104	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	The data is fixed in PRD - could not determine the efficacy of the solution	0%	No		Data Fix. The Transport is moved to product on
0052	Final CDG subscriber banks not going back to host	INC0034485	N/A	DS4K929212, DS4K929271, DS4K930057, DS4K930295, DS4K930480, DS4K930757, DS4K930764	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/BL_BIL_E_NETMETER_ENRL1 Fixed. The Transport is moved to production
0053	CDG host summary is not including all subscriber information.	INC0035591	N/A	DS4K931089, DS4K931254	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/BL_BIL_R_HOSTSUMMARY Fixed. The Transport is moved to production
0054	When CDG subscriber finals, it should update Host Percentage operand on the host installation	INC0037420 INC0038264 INC0045295	N/A	DS4K940200, DS4K940372, DS4K940575, DS4K940619, DS4K940773, DS4K940940, DS4K941021, DS4K940362	Done	Yes	Satisfactory	No	NA	Yes	Effective	Satisfactory	0%	Yes		FM ISU_ZINSTGRP in FG /CHGE/BL_BIL_G_CUST_VAR Fixed. The Transport is moved to production
0055	CDG subscriber early read wont bill	INC0032327	CHG0033822	DS4K927870	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		FM ISU_ZINSTGRP in FG /CHGE/BL_BIL_G_CUST_VAR Fixed. The Transport is moved to production
0056	CDG Allocations not reflecting Host % correctly	INC0032328	CHG0033952	DS4K927984, DS4K927987, DS4K928223, DS4K928388	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/BL_BIL_E_NETMETER_ENRL1 Fixed. The Transport is moved to production
0057	Various improvements needed for CDG host summary report	INC0041747	N/A	DS4K939552, DS4K939687, DS4K939789, DS4K939817, DS4K939860, DS4K939869	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0058	Feature - Host Account statement Wrong Allocat on Percentage displayed on CDG host summary report when account isn't billed	INC0052671	N/A	N/A	Testing In-Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No		Cannot Determine the status of the issue as the Jira ticket is not updated with the final status
0059	Host summary report showing invalid subscribers on report	INC0038206	N/A	DS4K933262	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0060	Host Summaries are not generating	INC0032537	CHG0034009	DS4K928092, DS4K928235, DS4K928339, DS4K928708, DS4K928731, DS4K928773, DS4K928795, DS4K928919	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0061	Annual Allocation Distribution needs to be Tracked	INC0032762	CHG0034497	DS4K930907, DS4K931040	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_E_METMETER_EN Report fixed	0%	Yes		/CHGE/BI_BIL_E_METMETER_EN Report fixed
0062	Host Summary Picking up incorrect accounts	INC0034486	CHG0034391	DS4K930055, DS4K930179, DS4K930202, DS4K930247, DS4K930298, DS4K930386, DS4K930525, DS4K930601, DS4K930614, DS4K930658, DS4K930689, DS4K930754, DS4K930773	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0063	CDG host summary is not including all subscriber information.	INC0035591	CHG0034452 CHG0034487	DS4K931089, DS4K931254	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0064	Values for CDG host statement incorrect.	INC0036220	CHG0034607	DS4K931738, DS4K931860	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0065	Net Crediting	INC0036766	CHG0038052	DS4K943545, DS4K942664, DS4K942873, DS4K943764	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_E_METMETER_EN Report fixed	0%	Yes		Jira doesn't say whetehr the program is working fine or not but the transports are moved to PRD
0066	Update to banked generation file	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Run reports to determine Bills which are not reversed	0%	Yes		Run reports to determine Bills which are not reversed
0067	Volumetr c Host Summary Data Incorrect	INC0037348	CHG0034809	DS4K932622, DS4K932780	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0068	Host Statement is showing duplicate values on two different months	INC0038747	CHG0035084	DS4K933778	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0069	Host statement needs to identify accounts that are f naled.	INC0039937	CHG0036204	DS4K937966, DS4K938051	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0070	Host statement is showing wrong time period for subscriber bills	INC0041946	N/A	DS4K939552, DS4K939687, DS4K939789, DS4K939817, DS4K939860, DS4K939869	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0071	Final Bill Credit Value & Usage Not on Host Statements	INC0041949	CHG0035886	DS4K935997, DS4K936833, DS4K936926	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0072	MV90 Subscribers are not generating data on Host Summaries	INC0041950	CHG0036675	DS4K939552, DS4K939687, DS4K939789, DS4K939817, DS4K939860, DS4K939869	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		
0073	Host Summary - Subscriber percentage does not match what was set for the period.	INC0043354	CHG0035886	DS4K935997, DS4K936833, DS4K936926	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed
0074	Host Summary Report not displaying total credit from billing doc	INC0043402	CHG0035886	DS4K935997, DS4K936833, DS4K936926	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes		
0075	Feature - Bank balance from Member to Host CDG host bank identification	INC0047595	N/A	N/A	Testing In-Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No		Cannot Determine the status of the issue as the Jira ticket is not updated with the final status

Row #	Crit/Unsat	Maj/Unsat	Min/Unsat	Crit/Inc	Maj/Inc	Min/Inc	
0001	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0002	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0003	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0004	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0005	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0006	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0007	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0008	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0009	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0010	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0011	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0012	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0013	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
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0042	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0043	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
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0045	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0046	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0047	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0048	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0049	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0050	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0051	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0052	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0053	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0054	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0055	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0056	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0057	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0058	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0059	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0060	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0061	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0062	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0063	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0064	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0065	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0066	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0067	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0068	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0069	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0070	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0071	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0072	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0073	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0074	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0075	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE

0076	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-17954	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Host Summary report is not populating the 3 required columns for net crediting Admin Fees, Sponsor Payment and Savings Rate.	INC0048404	CHG0038092	DS4K943243, DS4K943499	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0077	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-18132	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Host Summary Report not displaying billing period for subscriber account	INC0049702	CHG0037833	DS4K942411, DS4K942968	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0078	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-18583	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Cannot run Host Statement	INC0053309	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Report dumps for Long Bill- Root cause not fixed but temp solution of reversing the bill avoided the runtime error	0%	No	No	Root Cause needs to be identified and fixed	Report dumps for Long Bill- Root cause not fixed but temp solution of reversing the bill avoided the runtime error	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0079	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-18726	OPS - Billing (PP-16502)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No	No	Allocations being run through Fiori tile CDG Enroll Disenroll Program are not fully severing connect on to CDG	INC0054144	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No	No		Cannot Determine the status of the issue as the Jira ticket is not updated with the final status	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0080	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-19253	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	CDG volumetric subscribers with value stack bank	INC0057919	N/A	N/A	In Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No	No		Cannot Determine the status of the issue as the Jira ticket is changed to a CR	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0081	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-19315	OPS - Billing (PP-16502)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No	No	Feature Host Account statement CDG Host Account Statement Enhancement - Header and footer information and bank balance details	INC0058287	CHG0003961 7	DS4K947584	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY_NEW Report fixed	0%	Yes	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY_NEW Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0082	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-19959	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	Host Summary Statement - unwanted data removal	INC0062376	CHG0040027	DS4K950137, DS4K950468, DS4K950616, DS4K950795, DS4K950864	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	0%	Yes	Yes		/CHGE/BI_BIL_R_HOSTSUMMARY Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0083	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-20126	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Billed kwh reported as zero on host statements	INC0063289	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No	No	Update Jira with final status	Cannot Determine the status of the issue as the Jira ticket is not updated with the final status	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0084	005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	High Impact OIE Mapping	PP-20240	OPS - Billing (PP-16502)	N/A	Task	Major	Yes	Yes	Yes	No	No	No	No	No	Host Summary Report Data Correction	N/A	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	No	No	Update Jira with final status	Cannot Determine the status of the issue as the Jira ticket is not updated with the final status	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0085	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	Both	PP-16373	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Budget Annual Adjustment Bill Print Error	INC0039001	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Duplicate Jira Ticket	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0086	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	Both	PP-17259	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Budget Bi ls not printing correctly	INC0044675	N/A	DS4K937918, DS4K938157	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0087	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	Both	PP-17379	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	Budget Bi ls not printing correctly in Summary Section	INC0045341	N/A	DS4K939033, DS4K939263, DS4K939842, DS4K939958	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0088	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-13425	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Budgets with Esco being updated incorrectely	INC0027793	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Data Fix in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0089	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-15840	Hypercare - BL (PP-12912)	N/A	Task	Major	Yes	No	No	No	No	No	No	No	KUBRA Fix ESCO Budget Bills	INC0036023	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		The issue is on Kubra side not in SAP	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0090	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-15972	Hypercare - BL (PP-12912)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No	No	Deposit Returned- bill print is missing the deposit being returned	INC0036625 INC0036648	CHG0036075	DS4K933609, DS4K937552	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0091	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-16005	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Accounts coming off budget with HEAP credits causing OOB bills	INC0036796	CHG0036075	DS4K933804	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_REGULAR of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0092	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-16457	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	BB differentials Issues for CDG VS accounts	INC0039521	CHG0036135	DS4K936315, DS4K936881	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		OSS Note 3217684 Applied	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0093	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-16598	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	The annual adjustment appears incorrect	INC0040305 INC0040609 INC0040288 INC0040445 INC0045082	CHG0036275	DS4K938170, DS4K938177, DS4K938242, DS4K938274, DS4K938278	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0094	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-16960	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Deactivated Installment Plans (IPs) being displayed on Bill Print as active IPs	INC0042802	CHG0036095	DS4K937090, DS4K937552, DS4K937624	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0095	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-17245	Hypercare - Dunning (PP-16532)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Installment Plan on Bill Print displaying incorrectly	INC0044584	CHG0036425	DS4K936455, DS4K937756, DS4K938048, DS4K938152, DS4K938208, DS4K938333, DS4K938371, DS4K937946, DS4K938721, DS4K938727, DS4K938737, DS4K938760, DS4K938808, DS4K938830, DS4K938845, DS4K938884	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILL_CHAGES of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0096	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-17378	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	The annual adjustment appears incorrect for Retail customers	INC0045340	CHG0036963	DS4K939964, DS4K940141, DS4K940187, DS4K940320, DS4K940516, DS4K940799	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0097	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-17400	OPS - Billing (PP-16502)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	Budget Bi l Print full-service accounts with an nstallment plan is not displaying correctly.	INC0045455	CHG0037201	DS4K940972, DS4K941059, DS4K941063, DS4K941099, DS4K941148, DS4K941157, DS4K941197, DS4K941208, DS4K941230, DS4K941463, DS4K941572, DS4K941712	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0098	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-17901	OPS - Billing (PP-16502)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	No	No	No	Out of Balance October Invoices, Contract Account 21002130686, 21001990791,21002909550, 21003069834 and 21000275764	INC0048022	CHG0037078	DS4K940374, DS4K940623	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_REGULAR of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0099	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-17980	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	No	No	No	No	No	No	No	bill summary on ESCO budget customers to display Installment plan	INC0048650	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	No system evaluation necessary as fix was part of new BBP Design changes	0%	No	No		Resolved with design changes on BBP	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0100	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-18136	OPS - Billing (PP-16502)	N/A	CR	Major	Yes	No	No	No	No	No	No	No	Add XML ind cator for Annual reconciliation of budget customers enrolled with a supplier.	INC0049842	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		The issue is on Kubra side not in SAP	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0101	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-18278	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Payments and Adjustment section is not displaying all cancelled bill amounts on bill print	INC0050965	CHG0038714	DS4K945732, DS4K946049, DS4K946085	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL/REGULAR of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0102	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-18299	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes								Start Date not populating on deactivated budget causing balance OOB on budget	INC0051350	CHG0037891	DS4K942633	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0103	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-18421	OPS - Billing (PP-16502)	N/A	Task	Critical	Yes	Yes	Yes	No	No	No	No	No	Previous charges for b lls that are URR are not matching the amount due from the previous bill.	INC0052179	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0104	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-18469	OPS - Billing (PP-16502)	N/A	Bug	Minor	Yes	Yes	No	No	No	No	No	No	CUSTOMER REC'D 4 BILLS, SAME INFO - 2100 1757 968	INC0052662	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Ineffective	Inconclusive from J ra	0%	No	No	Need to identify if the issue is resolved and how ?		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0105	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-19027	OPS - BPEM (PP-16507)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Payment Doubling on BBP non-retail Invoices Payment Adj Section	INC0056312	CHG0038714	DS4K945732, DS4K946049, DS4K946085	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Method BILLSUM_PAYADJ_BUDGBILL/REGULAR of Class /CHGE/CL_BL_PRT_PWB_COMMON Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0106	006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date including the Summary at a Glance section of budget bills and the annual adjustment presentation which was not accurate	High Impact OIE Mapping	PP-19059	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	No	Bill printing wrong information	INC0057156 INC0056687 INC0057434 INC0056493	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0107	007	Net metered bills – There was a misalignment between the bimonthly meter reads the billing of net metering and the SAP requirement of a monthly meter reading necessary to issue a budget bill	PA Keyword Search	PP-16051	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	NET METER GENERATION ISSUE	INC0037046	N/A	DS4K932455	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0108	007	Net metered bills – There was a misalignment between the bimonthly meter reads the billing of net metering and the SAP requirement of a monthly meter reading necessary to issue a budget bill	PA Keyword Search	PP-13566	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Net Meter Changes are not being reflected in SAP	INC0028122	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Scheduled Program /CHGE/DM_R_DISPATCH_ORD_TECO	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0109	007	Net metered bills – There was a misalignment between the bimonthly meter reads the billing of net metering and the SAP requirement of a monthly meter reading necessary to issue a budget bill	PA Keyword Search	PP-16375	Hypercare - BL (PP-12912)	N/A	CR	Critical	Yes	Yes	Yes	No	No	No	No	No	Program to Identify Net-Metering Issues	INC0039018	N/A	DS4K934059, DS4K940806	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		/CHGE/BL_BIL_R_GEN_CONS_REPORT Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0110	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	PA Keyword Search	PP-17993	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	CDG Subscriber not allocated credits on perid c bill	INC0048715	N/A	DS4K941006	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Report /CHGE/BL_BIL_R_SIM_SCEN Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0111	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	PA Keyword Search	PP-12558	Batch Testing (PP-11290)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	CDG Subscriber on Budget Incorrect	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Inconclusive Ticket Details	0%	No	No		Not enough details with regard to transport or program provided in ticket	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0112	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	PA Keyword Search	PP-17018	OPS - Billing (PP-16502)	N/A	CR	Major	Yes	Yes	No	No	No	No	No	No	Enhancement - Allocated CDG credits to subscribers at the time the host bills nstead of when the subscriber bills	INC0038099 INC0050464	N/A	N/A	To Do	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No	No		Ticket Closed Saying it was moved to Next Sprint	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0113	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-16457	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	BB differentials Issues for CDG VS accounts	INC0039521	CHG0036135	DS4K936315, DS4K936881	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		SAP Note 3217684 Implemented. OSS Notes and Custom Correction to enhancement transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0114	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-16843	OPS - Billing (PP-16502)	N/A	Task	Critical	Yes	Yes	Yes	No	No	No	No	No	Bill Print Issue on URR Budgets	INC0041875	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		SAP Note 3217684 Implemented. OSS Notes and Custom Correction transport moved to Product on	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0115	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-16958	OPS - Billing (PP-16502)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	No	correction needed for Consolidate bill fees	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Data Fix. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0116	008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-18467	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Wrong amounts posted for Consolidated Bill Credit	INC0052650	CHG0039594	DS4K947726	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		SAP Note 3349661 Implemented. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0117	009	Issues with number of budget billing installments as a result of reb lls	PA Keyword Search	PP-16720	OPS - FICA (PP-16505)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Cancel/Rebill of OBF Insta lment that has been paid not working as expected	INC0041104	N/A	DS4K935496	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		FM /CHGE/CA_FI_FQR501_RESET Fixed. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0118	009	Issues with number of budget billing installments as a result of reb lls	PA Keyword Search	PP-17676	OPS - Billing (PP-16502)	N/A	CR	Major	Yes	Yes	Yes	No	No	No	No	No	INCORRECT BUDGET INSTALLMENT FOR SEPTEMBER	INC0046702 INC0046767 INC0051772 INC0053593	N/A	DS4K943411, DS4K943344, DS4K943448, DS4K943977, DS4K944089, DS4K944256	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		FM /CHGE/CA_FI_FQEVENTR436 Fixed. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0119	009	Issues with number of budget billing installments as a result of reb lls	PA Keyword Search	PP-14005	Hypercare - FICA (PP-12914)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	installment plan with budget adjustment	INC0029175	N/A	DS4K927963	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		Report /CHGE/CA_FI_E_INSTL_CLRNG Fixed. Transport moved to Product on	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0120	009	Issues with number of budget billing installments as a result of reb lls	High Impact OIE Mapping	PP-14956	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	No	Budget Invoice includes more than one billing period	INC0032463	CHG0033953	DS4K928497	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		FM /CHGE/BL_BIL_R403_INV_GROUPING Fixed. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0121	009	Issues with number of budget billing installments as a result of reb lls	High Impact OIE Mapping	PP-15012	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	No	Two invoices created for the same budget month	INC0032687	CHG0033953	DS4K928497	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes	Yes		FM /CHGE/BL_BIL_R403_INV_GROUPING Fixed. Transport moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0122	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	Both	PP-13861	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	No	Yes	Yes	No	No	Outbound 867 usage for Net Metered with generation	INC0028828	CHG0033906	DS4K928027	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0123	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	Both	PP-18027	OPS - DM/WM (PP-16504)	N/A	Bug	Major	Yes	No	No	No	No	Yes	No	No	FCS Upload Interface is failing and dumping meter reads	INC0048821	CHG0036971	DS4K940922	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	CR 6000005625	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0124	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	Both	PP-14942	Hypercare - DM (PP-12901)	N/A	Bug	Major	Yes	Yes	Yes	No	Yes	Yes	No	No	FCS MeterReadImport Outbound file failed in PO due to lack of mandatory segment	N/A	CHG0033906	DS4K928027	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Charm 6000003479	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0125	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13173	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Negative Value in Outbound 810	INC0027185	CHG0033179	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added CHG0033179 & INC0027185	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0126	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13282	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid account number returned in the OB814 enrollment response	INC0027379	CHG0033219	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added CHG0033219 & INC0027379	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0127	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13303	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Usage n EDI 867 transactions are incorrect for Net Metered customers	INC0027518	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added INC0027518	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0128	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13310	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	867 Out Transaction is failing	INC0027532	CHG0033251 CHG0033268	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added INC0027532, CHG0033251, CHG0033268	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0129	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13333	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Retail URR accounts having more 867s than 810s	INC0027577	CHG0033203 CHG0033251	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0130	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13381	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No Installation - Invalid outbound EDI Change Transaction	INC0027678	CHG0033255	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added INC0027678 & CHG0033255	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0131	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13383	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Account is invoiced but EDI 810 transaction is not generated	INC0027578	CHG0033544	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added CHG0033544 & INC0027578	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0132	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13414	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid Outbound 814 Response	INC0027378	CHG0033219 CHG0033268	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval	Added INC0027378, CHG0033219 & CHG0033268	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0133	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13433	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	No	No	Yes	No	No	Yes	Yes	OB810 & OB867MU ST segments not incrementing	INC0027826	CHG0033255	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0134	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13442	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing addresses in the OB814 enrollment responses	INC0027851	CHG0033236	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

0135	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13470	Hypercare - RA (PP-12911)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Outbound 867 EDI file incomplete MEA segment	INC0027922	CHG0033323	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0136	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13481	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Outbound 810 EDI file missing SAC10 segment	INC0027907	CHG0033236	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0137	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13482	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	File sent to Energy Plus contains Ambit files	INC0027928	CHG0033219	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0138	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13483	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Outbound 867MU contains no ESCO information	INC0027929	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0139	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13546	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No nbound files processed - No 997's sent	INC0028055	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0140	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13642	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	810 not generated for URR Legacy Cancel/Rebill Accounts done by batch	INC0028329	CHG0033534	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0141	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13660	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid outbound Change Requests being generated	INC0028375	CHG0033400	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0142	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13728	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Invalid 867MU outbound transactions with meter changes	INC0028554	CHG0033293	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Transport not required, and stakeholder approval received	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0143	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13732	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes				Yes			FCS MRI file is not being built with the correct number of meters	INC0028570	N/A	Not found	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0144	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13735	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid OB867HU	INC0028573	CHG0033309	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0145	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13752	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB867MU missing Actual/Estimate Indicator	INC0028623	CHG0033293	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0146	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13754	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Negative 997's being sent	INC0028628	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0147	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13768	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid TDS Values in the OB810	INC0028657	CHG0033309	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0148	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13777	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB810 - missing usage when adjustment is present	INC0028670	CHG0033346	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0149	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13785	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	No outbound ESCO response files were created Tuesday at 5pm	INC0028681	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0150	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13847	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	820 is not getting generated - Impacts POR	INC0028790	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0151	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13848	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing outbound files	INC0028800	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0152	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13852	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	810 Missing SLN, SAC, TXI segments	INC0028810	N/A	Not found	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Training issue, no fix required	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0153	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13872	Hypercare - Batch (PP-12938)	N/A	Bug	Critical	Yes	No	No	No	No	Yes	No	No	DM_U_D_MRDOWNLOADFCS01_RUN went into console status	INC0028846	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0154	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-13998	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	814 EDI transaction is failing due to a missing segment	INC0029151	CHG0033388	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0155	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14004	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Incorrect adjustment indicator in the outbound 820	INC0029171	N/A	Not found	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Training issue, no fix required	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0156	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14060	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing outbound 867MU files	INC0029328	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0157	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14082	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Need to manually run job to send out 867MU's waiting to be sent	INC0029403	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0158	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14132	Hypercare - RA (PP-12911)	N/A	CR	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Allow A13 Drop Reason CR#338	INC0029551	CHG0036204	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0159	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14172	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB867MU Status 26	INC0029659	CHG0033497	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0160	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14201	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	No	No	No	No	Yes	No	No	FCS fromhost file is not being bu lt with the correct XML tags	INC0029747	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0161	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14211	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Invalid OB867MU for BVI meters	INC0029785	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0162	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14213	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing OB867MU files	INC0029791	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0163	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14220	Hypercare - BL (PP-12912)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Incorrect OB810 files Caused by Bill ng Enhancement	INC0029817	N/A	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0164	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14294	Hypercare - DM (PP-12901)	N/A	CR	Minor	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	IDoc Errors going to all Users SAP Inbox	INC0030076	N/A	Not found	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0165	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14326	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB867MU is missing reactive demand loop	INC0030172	CHG0033568	Not found	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0166	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14333	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Outbound Change request for Columbia	INC0030188	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	One-off issue due to Columbia	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0167	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14359	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB867HU - missing demand information	INC0030249	CHG0033590	DS4K925867, DS4K926072	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0168	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14390	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Cross reference number not populating in DFKKTHI and DFKKTHP	INC0030335	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	One-off issue resolved in collaboration with SAP	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0169	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14397	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing 997 files	INC0030350	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0170	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14451	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Incorrect rates returned in OB814E	INC0030495	CHG0033615	DS4K923756	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0171	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14479	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	EDIs for rebills are doubling amounts	INC0030582	CHG0033652	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0172	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14598	Hypercare - DM (PP-12901)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	No	Special Read file was missing the workset ID	INC0030984	CHG0033737	DS4K926769	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0173	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14663	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Update logic in PI/PO for missing address error for OB814 change transact ons	INC0031276	CHG0034293	DS4K927360, DS4K927361	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0174	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14671	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	EDI OB814 enroll accept response missing information n REF*PR segment	INC0031303	CHG0034103	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0175	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14672	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	No	No	Yes	Yes	No	Yes	Yes	Negative EDI OB997s are being sent when inbound requests are correct	INC0031307	CHG0034270	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0176	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14704	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	EDI OB867 missing actual/est mate in MEA segment	INC0031503	CHG0033737	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0177	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14762	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	EDI OB867 missing usage on MEA segment for collective accounts	INC0031773	CHG0034212	DS4K927630	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0178	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14923	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	Meter Reading batch Job DM_U_D_MRDOWNLOADFCS01_RUN is failing	INC0032317	CHG0034512	DS4K928344, DS4K928577	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0179	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14927	Hypercare - Batch (PP-12938)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	New issue job RA_O_D_867LEGOUT went into console state	INC0032320	CHG0033883 CHG0033906	DS4K927934	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0180	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14936	Hypercare - Batch (PP-12938)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	ESCO Smartest Energy needs update of common code in PO	INC0032362	CHG0033965	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0181	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14960	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	No	No	No	No	Yes	No	No	Meter reading- Cycle 01 is not loading into FCS	INC0032479	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0182	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-14983	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Second OB810 has zero percent tax rate when there is more than one bill doc in the invoice	INC0032575	CHG0033877	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0183	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15087	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Missing REF*60 & REF*IK values for Dec cycle 05 POR & files with totals not matching	INC0032978	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0184	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15088	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	OB814C is missing new meter number in REF*46	INC0032982	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0185	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15257	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	In meter reading (FCS), cycle 18 has only partial work and cycle 19 has no routes loaded.	INC0033592	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0186	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15288	Hypercare - RA (PP-12911)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Outbound 814 C ChangeTransactionRequestsÂ failing in PO with Address missing error	INC0033703	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0187	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15374	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	Some Meter Reads are not populating to accounts in SAP after they are received in SAP from Itron FCS	INC0034125	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0188	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15404	Hypercare - Security Authorization (PP-13110)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	FCS file is failing upon upload to S/4	INC0034237	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0189	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15436	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	FCS file failed upon import due to account determination	INC0034377	CHG0034223	DS4K929958	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0190	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15470	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	ESCOs not receiving outbound EDIs	INC0034516	CHG0034324	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0191	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15483	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Change Request from Dual to LDC rejected with 'Already Billed With This %' message	INC0034564	CHG0034865	DS4K930390	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0192	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15522	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	ESCOs experiencing discrepancies between POR payment and 820 files	INC0034665	CHG0034356	DS4K930394	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0193	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15543	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	No	FCS file failed upon upload	INC0034743	CHG0034293	DS4K930249	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0194	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15662	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	867 reconcile job not working as expected	INC0035296	CHG0034381	DS4K930738	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0195	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15712	Hypercare - DM (PP-12901)	N/A	Task	Critical	Yes	Yes	Yes	No	No	Yes	No	No	FCS XML Failed	INC0035500	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0196	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15817	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Following 820 EDI files need to be retriggered	INC0035967	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

0197	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15818	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Outbound 867 EDI files missing PRQ data	INC0035974	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0198	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15932	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Task to fix EDI issue with one invoice/mult ple bill docs / DFKKTHI table same x-ref number	INC0036443	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0199	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15983	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	OB867HU missing SAP rate code	INC0036660	CHG0035342	DS4K934074, DS4K934137	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0200	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-15989	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	814's from SUEZ and GREEN MOUNTAIN have invalid Interchange values	INC0036698	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0201	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16264	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	MEA missing 'AN' or 'EN' from multiple 867MU EDI files	INC0038288	N/A	DS4K932547	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0202	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16431	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Outbound 810 just has a decimal in the rate field	INC0039373	CHG0036739	DS4K939601	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0203	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16432	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Please run 867 reconciliat on job without 10 day restriction	INC0039374	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0204	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16433	Hypercare - RA (PP-12911)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Create reject logic for Inbound 814 change request	INC0039389	CHG0036198	DS4K937978, DS4K937976	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0205	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16612	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	Reads from FCS are NOT being loaded into SAP when contract number is not there.	INC0040400	CHG0035642 CHG0035671	DS4K935051, DS4K935171, DS4K935649, DS4K935961	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0206	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16613	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	OB814C for ICAP change has incorrect segments	INC0040419	CHG0035444	DS4K934672	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0207	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16714	OPS - Retail Choice (PP-16506)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	OB810 EDI file showing cancelled bill as charges	INC0041062	CHG0035544	DS4K935374	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0208	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16733	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Mu tiple tax jurisdictions in one billing period (EDI File)	INC0041188	CHG0035861	DS4K936718	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0209	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16776	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	IDOCs of EDFEnergy 3825591, 3825594 are erroring out	INC0041450	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0210	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16828	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Inbound EDI from Ambit has incorrect ISA values.	INC0041788	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0211	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16844	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	OB810 EDI files need to account for sub transaction 3513 for budget customers	INC0041878	CHG0035671	DS4K935974	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0212	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-16852	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	Meter Reading Cycle 11 MRU N1125810	INC0041938	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0213	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17004	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Run 867 recon job without 10 day variant	N/A	CHG0035831	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0214	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17007	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Fix OB810 EDI files due to PP-16733	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0215	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17047	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	ESCO EDI FILE FAIL - 26 Error during syntax check of IDoc (outbound)	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0216	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17052	OPS - Retail Choice (PP-16506)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Manual Run for 814 Idoc creation of ICAP changes	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0217	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17082	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	OB814C has incorrect cycle in REF*65 segment	INC0043629	CHG0036033	DS4K937350	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0218	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17087	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	OB867MU files have invalid segments when kW usage is zero	INC0043670	CHG0036093	DS4K937409	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0219	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17098	OPS - Retail Choice (PP-16506)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	SE segment in 814CT does not match ST reference number	INC0043779	CHG0035964	DS4K937204	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0220	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17105	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Run 867 recon job	INC0043832	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0221	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17110	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	810 EDI files with sum of details not equal to total	INC0043834	CHG0036033	DS4K937278	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0222	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17127	OPS - Retail Choice (PP-16506)	N/A	Task	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Manual Run for 814 Idoc creation of ICAP changes	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0223	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17139	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	Meter reading MRU N0228300 missing in SAP Fromhost file	INC0044056	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0224	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17152	OPS - Billing (PP-16502)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	OB867MU has incorrect quantity	INC0044223	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0225	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17174	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	810 with SLN*2 segment with SLN*1 value	INC0044376	CHG0036232	DS4K937798	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0226	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17194	OPS - Customer Service (PP-16503)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Edi file is not created on a move out for ESCO since 1/24/22	INC0044530	CHG0037022	DS4K940396	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0227	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17249	OPS-DM/WM (PP-16504)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Several items appearing in my workflow for approval that i am told to just ignore but legitimate approvals needed are getting lost in the mix.	INC0044594	N/A	DS4K936287	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0228	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17337	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Run 867 recon job without 10-day variant	INC0045057	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0229	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17374	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	Meter Read failure occurred in the proxy upload from FCS to SAP	INC0045316	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	Analysis of comments shows this issue is sufficiently addressed	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0230	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17375	OPS - Retail Choice (PP-16506)	N/A	CR	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Review 867/810 Recon Program to Ensure EDI transactions go to ESCOs at same time	INC0045319	CHG0038567	DS4K944968, DS4K945261, DS4K945327, DS4K945349, DS4K945465, DS4K945467, DS4K945829	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0231	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17413	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Cancel and rebill amount does not match in 810 EDI file	INC0045565	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0232	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17571	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	820 file did not pickup main/sub 6000/0205	INC0046083	CHG0036714	DS4K938781	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0233	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17574	OPS-DM/WM (PP-16504)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	Multiple FCS failures on 9/16	INC0046089	CHG0036954	DS4K938943, DS4K938999	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0234	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17811	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Retail Choice Supplier Lists of EDI Corrections	N/A	N/A	N/A	In Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	N/A	Ticket still n progress	Status is "In Progress"	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0235	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17887	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	867HU EDI file for current historical usage has 2021 tag value	INC0047995	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0236	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17934	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Run 867 recon job without 10-day variant	INC0048279	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0237	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17939	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	810 EDI files with zero amount and usage getting status 26	INC0048307	CHG0037396	DS4K942335	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0238	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17949	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	820 EDI file with blank reason code	INC0048376	CHG0037521	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0239	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-17974	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	867MU EDI files missing quantity from MEA segment	INC0048578	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0240	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18003	OPS-DM/WM (PP-16504)	N/A	CR	Major	Yes	Yes	Yes	No	No	Yes	No	FCS Upload program Error Handling	INC0048777	N/A	DS4K950912, DS4K951114	Fixed	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Ticket should be marked as "Done." Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0241	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18079	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Run 867 recon job without 10-day variant	INC0049362	N/A	N/A	Fixed	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Ticket should be marked as "Done." Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0242	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18154	OPS-DM/WM (PP-16504)	N/A	Task	Minor	Yes	Yes	Yes	No	No	Yes	No	FCS program failed	INC0050022	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0243	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18164	OPS-DM/WM (PP-16504)	N/A	Task	Critical	Yes	Yes	Yes	No	No	Yes	No	Data identification and monitoring SXMB_MONI - FCS program failed	INC0050022	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0244	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18171	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Cleanup 810 EDI data for Constellat on caused by PP-16733	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0245	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18195	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	SXMB_MONI - FCS program failed on 12/21/2022	INC0050179	CHG0037361	DS4K942063, DS4K942084, DS4K942210	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0246	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18200	OPS-DM/WM (PP-16504)	N/A	Bug	Major	Yes	Yes	Yes	No	No	Yes	No	SXMB_MONI - FCS program failed on 12/27/2022	INC0050304	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0247	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18234	OPS-DM/WM (PP-16504)	N/A	Bug	Minor	Yes	Yes	Yes	No	No	Yes	No	SXMB_MONI - FCS program failed on 01/05/2023	INC0050643	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0248	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18300	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	814 change requests from URR to Dual goes to error state if installation has multiple devices	INC0051356	CHG0037749	DS4K943024, DS4K942637	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0249	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18347	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	810 Math Error	INC0051714	CHG0038783	DS4K946234	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0250	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18392	OPS - Billing (PP-16502)	N/A	Bug	Critical	Yes	Yes	Yes	Yes	Yes	No	Yes	Invoice reversal causing issue on EDI files	INC0052092	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0251	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18935	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	ECROSSREFNO MISSING SO NO EDI 810 AND 867 GENERATED	INC0055624	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0252	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19040	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	Usage reported to Supplier on 867 not consistent with 810	INC0056382	CHG0038658	DS4K945798	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0253	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19064	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	Outbound EDI 867HU with blank name in N1*8R segment	INC0056517	CHG0038567	DS4K945920	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0254	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19066	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	Yes	Yes	No	Yes	810 cancel amount does not match original amount	INC0056560	CHG0038796	DS4K946066	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0255	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19222	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	Yes	No	No	No	Yes	Supply Scenario Corrections	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0256	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19231	OPS-DM/WM (PP-16504)	N/A	Task	Major	Yes	Yes	Yes	No	No	Yes	No	Job-DM_U_D_MRDOWNLOADFCS01_RUN failed n Redwood	INC0057742	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0257	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19305	OPS - Retail Choice (PP-16506)	N/A	Bug	Minor	Yes	Yes	Yes	Yes	Yes	No	Yes	EDI Enhancement - Send 867 and 810 Together	INC0058276	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	N/A	Get Stakeholder Approval. Update Jira with resolution.	The Resolution says "Unresolved". Responsible team is Entuber	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0258	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19347	OPS-DM/WM (PP-16504)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	Yes	No	Job_DM_U_D_MRDOWNLOADFCS01_RUN went nto an error in redwood	INC0058555	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

0259	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19428	OPS-DM/WM (PP-16504)	N/A	Task	Minor	Yes	Yes	Yes	No	No	Yes	No	Task - Job_RA_O_D_PDOC_DEADLINE Ran off Schedule. FCS reads on 7/5 were not uploaded on some accounts with an open MRO for Contract Change	INC0059136	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Cannot fully confirm efficacy as EDI Files are not searchable and linked with SAP. End to End UAT Approval Required.	10%	N/A	Get Stakeholder Approval		FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0260	010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-19472	OPS-DM/WM (PP-16504)	N/A	CR	Minor	Yes	Yes	Yes	No	No	Yes	No	Proactive - Enhance fcs fromhost_01 download process for openway meters	INC0059453	N/A	N/A	To Do	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	N/A - Cannot Determine	N/A	Get Stakeholder Approval. Update Jira with resolution.	The Resolution says "Unresolved"	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0261	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	PA Keyword Search	PP-15470	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	ESCOs not receiving outbound EDIs	INC0034516	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Scheduled Reconcile Job /CHGE/RA_SPT_867MU_RECONCILE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0262	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	PA Keyword Search	PP-17023	OPS - Retail Choice (PP-16506)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Incorrect ESCO charge amounts in OB820 EDI file	INC0043240 INC0045305	N/A	DS4K941085 DS4K941586 DS4K941907	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		FM /CHGE/RA_SPT_COMPR_I634_OUT Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0263	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	PA Keyword Search	PP-17194	OPS - Customer Service (PP-16503)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	Edi file is not created on a move out for ESCO since 1/24/22	INC0044530	N/A	DS4K940396	Done	Yes	Satisfactory	No	NA	Yes	Effective	Satisfactory	0%	Yes		FM /CHGE/CS_C4C_GET_DROP_WS Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0264	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-13076	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Supply Scenario set up incorrectly	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0265	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-13182	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	ESCO drop process for incorrect date CR#331	INC0027494	CHG0033626	DS4K926191	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Cannot fully confirm efficacy of fix as its a Config fix	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0266	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-13812	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Supply Scenario being changed by C4C option 8	INC0028744	N/A	DS4K926191	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Cannot fully confirm efficacy of fix as its a Config fix	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0267	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-13952	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	All Enroll/Sw tch/Drops pend ng before 9/23 did not fully process	INC0029039	N/A	DS4924221	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Cannot fully confirm efficacy of fix as its a Config fix	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0268	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14073	Hypercare - RA (PP-12911)	N/A	CR	Minor	Yes	Yes	No	No	No	No	No	Fix drop pdoc effective date to match with actual drop date. CR#336	INC0029371	CHG0036204	DS4K929562, DS4K937647	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Config Change	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0269	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14228	Hypercare - CS (PP-12913)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	Drop did not process correctly	INC0029844	N/A	DS4K926126	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CREATE_DIS_ORDER and DROP_TRANS Methods of class /CHGE/CL_CS_WF_MOVEOUT Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0270	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14337	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Request to re-process IDOCS for Change Requests	INC0030194	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Poor documentation, but correct action taken to achieve desied business case.	0%	No		No action taken	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0271	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14471	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Incorrect Tax being charged on ESCO charges for URR Customers	INC0030561	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0272	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14687	Hypercare - Data (PP-12939)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	MV90 Elec accts not converted correctly with ESCO info	INC0031379	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0273	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14709	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Wrong Tax % Charged	INC0031525	CHG0033725	DS4K927114	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Immediate issue addressed; root cause unclear	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0274	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14769	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Revenue Tax & Sales Tax Rate Issue	INC0031785	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective, w th potential side effects	Minor data fix made and signed off on by the business	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0275	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14821	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Incorrect Tax Exempt Status	INC0031980	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective, w th potential side effects	Minor data fix made and signed off on by the business	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0276	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14883	Hypercare - RA (PP-12911)	N/A	Task	Major	Yes	Yes	No	No	No	No	No	Internal error Incorrect parameter Price/price level/pr.cat. () in function module ISU_DB_PRICE_COMP_SELECT	INC0032204	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0277	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14931	Hypercare - BL (PP-12912)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No	Customer has not been billed since cutover because their account is not set up w th Direct Energy Esco	INC0032348	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0278	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-14995	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	Supply scenario shows as Undef ned and account Partially billed with ESCO	INC0032621	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0279	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15077	Hypercare - RA (PP-12911)	N/A	Task	Major	Yes	Yes	No	No	No	No	No	Full Supply customer has a Supply Scenario as "Undefined"	INC0032940	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0280	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15127	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	ESCO Enroll, Drop, Switch not using correct meter reading	INC0033138	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0281	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15167	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	URR account with ESCO tax rate didn't charge sales tax	INC0033294	CHG0034147	DS4K929542	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		Code in Enhancement	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0282	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15198	Hypercare - DM (PP-12901)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Supply Scenario dates not aligned - E489 Enhancement	INC0033424	CHG0034393	DS4K929152, DS4K930482, DS4K930660, DS4K930271, DS4K930662	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		FM /CHGE/DM_MTR_SPECIAL_READ_FEE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0283	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15199	Hypercare - RA (PP-12911)	N/A	Bug	Major	Yes	Yes	No	No	No	No		Need Ability to Fix Supply Scenario	INC0033427	CHG0034103	DS4K929431	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0284	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15221	Hypercare - RA (PP-12911)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Undef ned Supply Scenario stopping Invoicing	INC0033509	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0285	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15387	Hypercare - FICA (PP-12914)	N/A	Bug	Major	Yes	Yes	No	No	No	No	No	URR Charges not Taxed if account is CH Tax Exempt	INC0034178	CHG0034169	DS4K929650	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		SAP Note 3062815 Implemented	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0286	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15417	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Municipal accounts not charging URR Tax	INC0034295	CHG0034196	DS4K928895, DS4K929753, DS4K929815	Done	Yes	Satisfactory	No	N/A	No	Effective	Cannot fully confirm efficacy of fix as its a config change	0%	No		Cannot determ ne the effectiveness of fix as its a config change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0287	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15583	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	BVI MV90 Customer Supply Scenario Cannot be Updated	INC0034928	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0288	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15729	Hypercare - FICA (PP-12914)	N/A	Bug	Critical	Yes	Yes	No	No	No	No	No	Municipal URR Customers Getting Charged Tax in Error	INC0035566	CHG0034454	DS4K931009	Done	Yes	Satisfactory	No	N/A	No	Effective	Cannot fully confirm efficacy of fix as its a config change	0%	No		Cannot determ ne the effectiveness of fix as its a config change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0289	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-15784	Hypercare - RA (PP-12911)	N/A	Task	Major	Yes	Yes	No	No	No	No	No	4 ESCO accounts have to be corrected the drop date in the supply scenario.	INC0035803	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0290	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-16074	Hypercare - FICA (PP-12914)	N/A	Task	Minor	Yes	No	No	No	No	No	No	Task - investigate sales tax discrepancies for Agway	INC0037202	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side effects	Data Change	N/A - Cannot Determine	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0291	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-16173	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	Fix to Start Bill Period for Supply Scenario Changes	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0292	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-16179	Hypercare - RA (PP-12911)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	Update Retail Choice Operands	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0293	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-16686	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	Yes	No	No	No	No	No	SC6, SC12 & SC13 Customers need supply scenar o time slices corrected so they will be p cked up in SAP report to GTS	INC0040869	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0294	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-16983	OPS - Retail Choice (PP-16506)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	Need Someone with Firefighter access to correct supply scenar o	INC0043012	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0295	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-18044	OPS - Retail Choice (PP-16506)	N/A	Task	Critical	Yes	Yes	No	No	No	No	No	ESCO accounts with Contract Change not updating Retail Choice Operands with correct Date	INC0048958	N/A	N/A	In Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0296	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-18051	OPS-DM/WM (PP-16504)	N/A	CR	Critical	Yes	Yes	No	No	No	No	No	Retail Choice Operands Relevant For Billing Are Not Getting Adjusted for Actual Meter Read Date	INC0049035	N/A	N/A	In Progress	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0297	011 / DR-0040 (Non-DR-0062)	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	Both	PP-18636	OPS-DM/WM (PP-16504)	MR41	CR	Critical	Yes	Yes	Yes	No	No	No	No	Early/Late Read Issues for Pending Supply Scenario Changes	INC0053667	CHG0038335	DS4K943832, DS4K943943, DS4K944751, DS4K944783, DS4K944950	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		Class Method /CHGE/CL_DM_MTRMETER_READ_EXPO -ESCO_GAS/ESCO_ELECTRIC Fixed, ESCO_ELECTRIC/ESCO_GAS METHODS OF CLASS /CHGE/CL_DM_MTRMETER_READ_EXPO Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0298	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-19222	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	No	No	No	No	No	Supply Scenario Corrections	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0299	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-19335	OPS - Retail Choice (PP-16506)	N/A	Bug	Major	Yes	Yes	Yes	No	No	No	No	Price operand with no end dates	INC0058489	N/A	N/A	Need Info	Yes	Inconclusive	No	N/A	No	In progress	Ticket is still being worked on - Its still open. Cannot determine from the Jira Ticket	0%	No			FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0300	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-19537	OPS - Retail Choice (PP-16506)	N/A	CR	Minor	Yes	No	No	No	No	No	No	ESCO drop when supplier price & EBILLMODE operands don't final on ETTIFN	INC0059901	N/A	N/A	To Do	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0301	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-19538	OPS - Retail Choice (PP-16506)	N/A	Task	Minor	Yes	No	No	No	No	No	No	Task to cleanup supplier price & EBILLMODE operands don't final on ETTIFN	INC0059902	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0302	011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	High Impact OIE Mapping	PP-20189	OPS - Retail Choice (PP-16506)	N/A	Task	Major	Yes	Yes	No	No	No	No	No	Incorrect dates in table for operand EQSUPPRC	INC0063794	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective, w th potential side effects	Cannot fully confirm efficacy of fix as its a data fix	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0303	DR-0062	N/A	High Impact OIE Mapping	PP-18164	OPS-DM/WM (PP-16504)	(None Identified)	Task	Critical	Yes	Yes	No	No	No	Yes	No	Data identification and monitoring SXMB_MONI - FCS program failed	INC0050022	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	One-time data correction in production for 12/22/2022. However unclear if actual cause is solved to prevent recurrence.	N/A - Cannot Determine	No		Pursue additional sources to determine root cause and its resolution. Also follow-up by investigating Jira key PP-18200 for separate 12/28/2022 failure.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0304	DR-0062	N/A	High Impact OIE Mapping	PP-18154	OPS-DM/WM (PP-16504)	(None Identified)	Task	Minor	Yes	Yes	No	No	No	Yes	No	FCS program failed	INC0050022	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Activity 01/31/2023 one-time data correction in production completed. Recurrence prevented "Error handling was added to FCS upload job to prevent the route from dumping"	N/A - Cannot Determine	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0305	DR-0062	N/A	High Impact OIE Mapping	PP-18064	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	Retail Choice Data Cleanup - Consolidated Task	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	Activity 04/06/2023 (Sean Manna) - "will be closing this ticket and addressing remaining accounts through BAU processes" -- final sheet on SP could not be referenced, therefore unclear if matter entirely closed.	N/A - Cannot Determine	No		Need access to Sharepoint and follow links to attached documents to determine if data corrections and root cause resolution are complete.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0306	DR-0062	N/A	High Impact OIE Mapping	PP-17973	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Critical	Yes	Yes	No	No	No	No	No	Columbia Accounts Move-In Processing (Special Case) KSONDEINZ value is BLANK, preventing ESCO drop/contract change	INC0048573	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	One-time data correction was completed in production 11/14/2022. However unclear if actual cause is solved to prevent recurrence.	N/A - Cannot Determine	No		Review subsequent task PP-18025 which took on the non-Columbia portions after Columbia portion was considered complete	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0307	DR-0062	N/A	High Impact OIE Mapping	PP-17800	OPS - Retail Choice (PP-16506)	(None Identified)	Bug	Critical	Yes	Yes	No	No	No	No	No	Add proofing on letter type ZDIC.	INC0047577	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	SAP configuration of table /CHGE/BL_PDF on 10/20/2022 and setting of Kubra proofing manager on same date. Intended to resolve root cause and prevent recurrence.	N/A - Cannot Determine	No		Does not appear that testing evidence was attached. Kubra-specific.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0308	DR-0062	N/A	High Impact OIE Mapping	PP-17753	OPS - Retail Choice (PP-16506)	(None Identified)	CR	Major	Yes	Yes	Yes	No	No	No	No	Update to /CHGE/RA_DEN_E_MASS_DENROL for Columbia Drop	INC0047228	CHG0036651	DS4K939651, DS4K939629	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Code was located and supplied by CH. However, more stringent code review/issue linking conventions are still required. New files need to be enumerated	N/A - Cannot Determine	No		Poorly documented in Activ ty and Comments section -- doesn't mention production status. Poorly documented in SAP -- no comments in ABAP, no evidence of version differences in ABAP. Purported ABAP change to program /CHGE/RA_DEN_E_MASS_DENROL_DR but could not find evidence of same. Testing in SS4 reported successful.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0309	DR-0062	N/A	High Impact OIE Mapping	PP-17652	OPS - Retail Choice (PP-16506)	IN06 / DR-0040 Att 8	Task	Major	Yes	Yes	No	No	No	No	No	Bill Block Columbia/Icon Contracts	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Data corrections to add bi ling blocks to selected contracts in production on 09/28/2022	N/A - Cannot Determine	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0310	DR-0062	N/A	High Impact OIE Mapping	PP-17648	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	Update Incomplete Drops	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	Data corrections 09/28/2022 to reprocess several BPEM cases, correcting various installations that had drops processed for Columbia without move-in cases. However root cause was not explained, therefore it is difficu t to ascertain if recurrence has been prevented.	N/A - Cannot Determine	No		Need to confirm that root cause resolution is complete or unnecessary	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0311	DR-0062	N/A	High Impact OIE Mapping	PP-17626	OPS-DM/WM (PP-16504)	(None Identified)	Task	Major	Yes	Yes	No	No	No	Unknown	No	AMI Reads for Columbia & Icon	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	Manual and estimated meter reads performed for select AMI meters for Icon & Columbia to work around meter communication failure or invalid meter number. However root cause was not explained, therefore it is difficult to ascerta n if recurrence has been prevented.	N/A - Cannot Determine	No		Need to confirm that root cause resolution is complete or unnecessary	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0312	DR-0062	N/A	High Impact OIE Mapping	PP-17625	OPS - Retail Choice (PP-16506)	MR35 / DR-0040 Att 24	Task	Major	Yes	Yes	No	No	No	Yes	No	Demand Accounts for Columbia	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	Data corrections made to meter readings, triggering adjustments to bills. However root cause was not explained, therefore it is difficu t to ascertain if recurrence has been prevented.	N/A - Cannot Determine	No		Need to confirm that root cause resolution is complete or unnecessary	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0313	DR-0062	N/A	High Impact OIE Mapping	PP-17624	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	OBF Customers with Columbia & Icon	N/A	N/A	N/A	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	Yes	Unknown	Data corrections made to OBF loan installments for Columbia OBF customers and rebilled. However root cause was not explained, therefore it is difficult to ascerta n if recurrence has been prevented.	N/A - Cannot Determine	No		Need to confirm that root cause resolution is complete or unnecessary	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0314	DR-0062	N/A	High Impact OIE Mapping	PP-17623	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	Net-Metered Indexes for Columbia & Icon drops	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	N/A	Unknown	CH was not able to provide the business remediation tasks for this issue although the JIRA task was just to gather information.	N/A - Cannot Determine	No	Clean up ticket for readability, root cause, fix, confirm whether in production	This Jira is so poorly documented that it doesn't conta n a legible problem statement, nor describe the fix. Someone needs to explain this Jira.	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
0315	DR-0062	N/A	High Impact OIE Mapping	PP-17622	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	Pending Meter Changes for Columbia & Icon	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Manual entry to process meter changes for Icon and Columbia customers that occurred prior to drop date	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0316	DR-0062	N/A	High Impact OIE Mapping	PP-17621	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Major	Yes	Yes	No	No	No	No	No	Pending Moves for Columbia & Icon	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Manual entry to process pending moves for Icon and Columbia customers	0%	No		Some items were left open as "held up in other issues and will be addressed through normal operations and as part of Get Current work" -- this is perhaps a bit too vague	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0317	DR-0062	N/A	High Impact OIE Mapping	PP-17571	OPS - Retail Choice (PP-16506)	(None Identified)	Bug	Major	Yes	Yes	Unknown	Yes	Unknow	No	Unknown	820 file did not pickup main/sub 6000/0205	INC0046083	CHG0036714	DS4K938781	Done	Yes	Inconclusive	No	N/A	Unknown	Unknown	Invoice#, IDoc # 4202068 has to be traced through SAP S4, PI/PO, OpenText BizLink and match against the EDI 820 for remittance	N/A - Cannot Determine	No		EDI 810 Invoice for IDoc # 4202068 has to be traced through SAP S4, PI/PO, OpenText BizLink and match against the EDI 820 . Will have to makesure if it is posting against the correct Bill-To party - main/sub 6000/0205 account 21001743901 in FICO *Next investigation step: Trace EDI 810 & IDOC # 4202068*	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	TRUE
0318	DR-0062	N/A	High Impact OIE Mapping	PP-17449	OPS - Customer Service (PP-16503)	(None Identified)	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Rate type and Fact Group operands updated in workflow when ESCO drop is triggered by S4	INC0045790	CHG0036438	DS4K938580	Done	Yes	Unsatisfactory	No	N/A	Yes	Unknown	Changes made to SAP Workflow /CHGE/CL_CS_WF_MOVEOUT (DROP_TRANS) to resolve issue of Rate Type and Fact Group dropping from Device data. Test results mention an exception for installation "70001043 (EVS2HOST) when mass drop tcode used" and don't specify follow-on work being necessary, this leaves some doubt regarding completeness. Although it appears not to be documented in the Jira, this work was subsumed in a later transport DS4K940443 associated with separate Jira PP-16600.	N/A - Cannot Determine	No	Clean up ticket for traceability to other J ra and also confirm completeness vs test results exception mentioned under Fix Efficacy Comments	Investigate testing exception mentioned in Jira -- see *Fix Efficacy Comments* Code review by workflow specialist (search on PP-17449 in the ABAP)	TRUE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0319	DR-0062	N/A	High Impact OIE Mapping	PP-17415	OPS - Retail Choice (PP-16506)	(None Identified)	Task	Critical	Yes	Yes	No	No	No	No	No	Columbia and Icon Special Drop Date Activities	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Manual data entry corresponding to mass drop processing	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0320	DR-0062	N/A	High Impact OIE Mapping	PP-17064	OPS - Retail Choice (PP-16506)	(None Identified)	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Need to drop all Columbia customers as of 7/19/22	INC0043498 INC0045308	CHG0036459	DS4K937015, DS4K937718, DS4K937013	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Minor change to mass drop program /CHGE/RA_DEN_E_MASS_DENROL searchable by Jira key; context and functional ty unclear	N/A - Cannot Determine	No		Brief code review advised	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0321	DR-0062	N/A	High Impact OIE Mapping	PP-17045	OPS - Customer Service (PP-16503)	(None Identified)	Bug	Major	Yes	Yes	No	No	No	No	No	ESCO DROP LAST READ DATE	INC0043360 INC0045306	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Essentially a task mislabeled as a bug	0%	Yes		Poorly documented J ra overall -- nearly unintelligible to outsider. Work subsumed under separate Jira PP-16861	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0322	DR-0062	N/A	High Impact OIE Mapping	PP-16958	OPS - Billing (PP-16502)	(None Identified)	Task	Critical	Yes	Yes	No	No	No	No	No	correction needed for Consolidate bill fees	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Report to identify accounts with erroneous consolidated bill fees, and then manual reversal of billing for such incidences	0%	No		Unclear how these erroneous consolidated bill fees occurred in the first place, therefore uncertain if recurrence has been precluded	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE

0323	DR-0062	N/A	High Impact OIE Mapping	PP-15968	Hypercare - BL (PP-12912)	(None Identified)	Bug	Critical	Yes	Yes	Yes	No	No	No	No	MTC 1 and MTC 2 Factors being incorrectly updated	INC0036582	CHG0034704	DS4K932086	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Code was located and supplied by CH. However, more stringent code review/issue linking conventions are still required.	N/A - Cannot Determine	No	Clean up ticket for readability and confirm whether in production	Poorly documented J ra. Also could not find modified code in production (PS4). Check test environment TS4 for this source code change and find out why it doesn't explicitly appear in product on, maybe it was subsumed by another Jira although this does not seem to be mentioned anywhere.	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0324	DR-0062	N/A	High Impact OIE Mapping	PP-15854	Hypercare - BL (PP-12912)	(None Identified)	Bug	Critical	Yes	Yes	Yes	No	No	No	No	The block that prevents the subscriber from billing before the host is not working.	INC0036100	CHG0034530	DS4K931657	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Modificat on to function module ISU_ZINSTGRP to check that the expirat on date of main installation timeslice is within consumpt on timeslice val dity date range, which apparently is part of host billing dates validation and impacts primary installation determination	N/A - Cannot Determine	Yes		Code review complete - nothing appears off, but downstream ramifications unknown	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0325	DR-0062	N/A	High Impact OIE Mapping	PP-15559	Hypercare - BL (PP-12912)	(None Identified)	Task	Critical	Yes	No	No	No	No	No	No	CDG Outstanding B lling Tracker	CHG0033541	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	N/A	This task temporarily tracked some manual work, not actually a fix, and then the Jira was closed and work was passed to War Room for continuation	0%	No		Not relevant to scope as entirely manual task	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0326	DR-0062	N/A	High Impact OIE Mapping	PP-15011	Hypercare - DM (PP-12901)	(None Identified)	Bug	Major	Yes	Yes	Yes	No	No	No	No	MRU missing from cycle 2	INC0032684	CHG0034075	DS4K928577	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Changed position of resetting variables at end of procedure USER_EXIT_USER_EXIT_AFTER_LOOP in program /CHGE/DM_MTR_E_MR_ORDER_MAIN to happen regardless of any conditions. This is reportedly called by an application form, but the calling stack is unclear.	N/A - Cannot Determine	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0327	DR-0062 / 008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-14335	Hypercare - BL (PP-12912)	(None Identified)	Bug	Critical	Yes	Yes	No	No	No	No	No	CDG bills - bills are wrong, credits inaccurate	INC0030191	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Cla med effective according to Jira comments, however this is a rea ly a collection of data correction tasks	N/A - Cannot Determine	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0328	DR-0062 / 008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-17669	OPS - Billing (PP-16502)	(None Identified)	CR	Critical	Yes	Yes	Yes	No	No	No	No	CDG cred t allocated not correct due to overlapping logic with PP-16309	INC0046661	CHG0036739	DS4K939244, DS4K939250, DS4K939255, DS4K939466, DS4K940012	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Customization and WorkBench changes involved - Net Crediting Issues are fixed for early periodic read (For Shorter Interim Bill)	N/A - Cannot Determine	Yes		Code Review is completed and additional Changes in Customization Involved and all changes m grated to PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0329	DR-0062 / 008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-17902	OPS - Billing (PP-16502)	(None Identified)	Bug	Critical	Yes	Yes	Yes	No	No	No	No	CDG Columbia accounts are being allocated incorrect amounts on their interim bills	INC0048024	CHG0036883	DS4K940278	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Additional Conditions are added to ISU_ZINSTGRP to Prevent the Incorrect Amounts	0%	Yes		Additional Conditions were added to ISU_ZINSTGRP to Prevent the Incorrect Amounts	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0330	DR-0062 / 008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-15741	Hypercare - BL (PP-12912)	(None Identified)	Bug	Major	Yes	Yes	Yes	No	No	No	No	CDG host summary is not including all subscriber information.	INC0035591	CHG0034452 CHG0034487	DS4K931089, DS4K931254	Done	Yes	Satisfactory	No	N/A	Yes	Effective	/CHGE/BL_BIL_R_HOSTSUMMARY report is fixed to show the missing nfo	N/A - Cannot Determine	Yes		Code Review is completed and the code changes were moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0331	DR-0062 / 008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit the billing document reverted to $0 or negative resulting in an incorrectly updated budget differential	High Impact OIE Mapping	PP-17816	OPS - Billing (PP-16502)	(None Identified)	Bug	Major	Yes	Yes	Yes	No	No	No	No	kWh not being allocated from CDG host to Subscribers	INC0047707	CHG0036373	DS4K940154	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Changes to FM ISU_ZINSTGRP are completed and moved to Production. Additional Checks are added to the code	N/A - Cannot Determine	Yes		Code Review is completed and the code changes were moved to Production but additional changes to code needed as part of another defect PP-17932	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0332	DR-0062 / 010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems ESCOs net generation module and any others	High Impact OIE Mapping	PP-18027	OPS-DM/WM (PP-16504)	(None Identified)	Bug	Major	Yes	Yes	Yes	No	No	No	No	FCS Upload Interface is failing and dumping meter reads	INC0048821	CHG0036971	DS4K940922	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Changes tp Class /CHGE/CL_DM_MTRMETER_READ_EXPO Methods ESCO_ELECTRIC and ESCO_GAS are completed to Prevent the FCS Upload Failure	N/A - Cannot Determine	Yes		Code Review is completed and the code changes were moved to Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0333	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-12916	BPEM (PP-11542)	IN01	Bug	Major	Yes	Yes	Yes	No	No	No	No	Document number in message does not exist and does not match document on EA05	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Duplicate ticket -- issue addressed in Jira PP-12268	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0334	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-13230	Hypercare - BPEM (PP-13048)	MR25, MR26	Bug	Major	Yes	Yes	No	No	No	No	No	MR25, MR26, MR27, MR28 and MR29	INC0027275	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0335	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-13326	Hypercare - FICA (PP-12914)	FI36	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Postings can't be made as the balance is net zero - Budget Bill ng	INC0027544	CHG0033388	DS4K923719	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		FM /CHGE/CA_FI_CR_POST_R402 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0336	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-13422	Hypercare - BPEM (PP-13048)	C232, FI45	Bug	Major	Yes	Yes	Yes	No	No	No	No	BPEM cases need configuration for 2 new ticket categor es	INC0027803	CHG0033251	DS4K922837,DS4K922839	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory- Config Change	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0337	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-13730	Hypercare - Security Authorization (PP-13110)	MR25, MR26	Bug	Major	Yes	Yes	Yes	No	No	No	No	CSRs need access to EA54	INC0028559	CHG0033388	DS4K924338	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		Security Roles	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0338	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-14238	Hypercare - Cross Channel (PP-14192)	BL04	Bug	Major	Yes	Yes	Yes	No	No	No	No	Customer Able to view Billing Data on Website Prior to Bill being invoiced in SAP	INC0029850	CHG0034340	DS4K926862, DS4K929336, DS4K929874, DS4K930032, DS4K930037	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Method GET ENTITY of Class /CHGE/CL_CS_WEB_CONSUMPTION_EXIF_ISU_UMC_ODATA_IMPL Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0339	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-14569	Hypercare - BL (PP-12912)	BB04	Bug	Major	Yes	Yes	Yes	No	No	No	No	BB04 exception generate incorrectly	INC0030870	CHG0034009	DS4K928673	Accepted	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory, should be marked as Done	0%	Yes		FM /CHGE/BL_BIL_R403_INV_GROUPING Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0340	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-14592	Hypercare - BPEM (PP-13048)	MR16	CR	Major	Yes	Yes	No	No	No	No	No	MR16 BPEM -automation	N/A	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No		Ticket is being worked	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0341	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-14613	Hypercare - CS (PP-12913)	MR26	Bug	Minor	Yes	Yes	No	No	No	No	No	Case Desc does not match Notes	INC0031044	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0342	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-15159	Hypercare - BPEM (PP-13048)	C232, FI45, MR35	Bug	Minor	Yes	Yes	No	No	No	No	No	BPEM Mapping changes	INC0033270	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Role Mapping	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0343	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-15621	Hypercare - CS (PP-12913)	C201	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Please remove ticket categories from C4C and BPEMs	INC0035129	CHG0034404	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0344	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-15634	Hypercare - DM (PP-12901)	MR35	Bug	Critical	Yes	Yes	Yes	No	No	No	No	MR35 - FCS Demand Meter FND and LFT indexes don't match	INC0035189	CHG0034761	DS4K931336	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Exit ZSELU08/06 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0345	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16030	Hypercare - FICA (PP-12914)	FI54	Bug	Critical	Yes	Yes	Yes	No	No	No	No	LIBDP credits available and not posted during invoicing	INC0036944	CHG0034761	DS4K932346, DS4K932357	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/CHGE/CA_FI_I_UPDATE_FKKVKP Report Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0346	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16212	Hypercare - BPEM (PP-13048)	BLA4	Bug	Minor	Yes	Yes	No	No	No	No	No	Deactivate the BLA4 BPEM, the business has decided this is an information only case	INC0037950	CHG0034914	DS4K933092	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0347	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16270	Hypercare - FICA (PP-12914)	FI36	Bug	Major	Yes	Yes	Yes	No	No	No	No	When bill ng is done for more than one month, an internal clearing issue is preventing the posting	INC0038324	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0348	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16338	Hypercare - DM (PP-12901)	BL04	Task	Critical	Yes	Yes	No	No	No	No	No	Demand Estimates Incorrect	INC0038711	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0349	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16573	OPS - BPEM (PP-16507)	BL02, BL04, BL29, BL34, BL35, C232, FI45, IN01, MR35	Bug	Major	Yes	Yes	Yes	No	No	No	No	Code fix needed for BPEM Auto close program (/CHGE/ZPEM_AUTO_CLOSE)	INC0040186	CHG0035847	DS4K934415, DS4K936723, DS4K936784	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Report /CHGE/ZPEM_AUTO_CLOSE fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0350	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16695	Hypercare - BPEM (PP-13048)	BLA4	Bug	Major	Yes	Yes	Yes	No	No	No	No	New BPEM BLA4 was incorrectly mapped to the Cust Acctg Clerk, instead of Cust Acctg Tech B	INC0036891	CHG0036325	DS4K937288	Testing Complete	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory; should be marked as Done	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0351	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16742	Hypercare - Dunning (PP-16532)	W009	Bug	Major	Yes	Yes	No	No	No	No	No	DU05 new case requested for return to CSR orders W009 currently does not create one for return to csr completions	INC0041223	N/A	DS4K951225, DS4K951223, DS4K951627, DS4K951625	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0352	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-16940	OPS - BPEM (PP-16507)	BL04, IN01	Task	Major	Yes	Yes	No	No	No	No	No	Automation script for closing BPEM case category IN01 - invoice lock and BL04 - bill outsort	INC0042676	N/A	N/A	To Do	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD; ticket should be marked as Done	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0353	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17027	OPS-DM/WM (PP-16504)	MR31	CR	Minor	Yes	Yes	No	No	No	No	No	Demand index is less than previous reading but billed anyway for 0	INC0041523	N/A	N/A	To Do	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No		Ticket is being worked	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0354	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17338	OPS - BPEM (PP-16507)	IN05	CR	Minor	Yes	Yes	No	No	No	No	No	Automation IN05	INC0043942	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Duplicate ticket -- issue addressed in Jira PP-18850	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0355	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17692	OPS - BPEM (PP-16507)	IN01	Bug	Minor	Yes	Yes	Yes	No	No	No	No	IN01 BPEMS not being created but on EA05	INC0046836	CHG0038853	DS4K941768, DS4K941770	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Oss Note 3280381 Implemented	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0356	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17960	OPS - BPEM (PP-16507)	IN06 / DR-0040 Att 8	Bug	Major	Yes	Yes	Yes	No	No	No	No	IN06 BPEM should be assigned to Customer Accounting Management.	INC0048344	CHG0038714	DS4K946071, DS4K945509, DS4K946053, DS4K946423	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Class /CHGE/CL_BL_ORD_IN06_EMMA_OWN	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0357	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17982	OPS - Billing (PP-16502)	BL04	CR	Minor	Yes	Yes	No	No	No	No	No	BL04 bill outsort not happening on contract change billing documents	INC0048647 INC0049685	CHG0038342	DS4K944458, DS4K944595	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory - Config Change cannot determine the efficay in full	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0358	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-17997	OPS - BPEM (PP-16507)	BB04	CR	Minor	Yes	Yes	Yes	No	No	No	No	BPEM BB04 Auto Close (EITR bill doc dates doesn't fall into EABP dates, skip funct)	INC0048758	CHG0038443	DS4K945291,DS4K945491,DS4K945512	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/chge/zpem_auto_close Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0359	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18029	OPS - BPEM (PP-16507)	BL29	CR	Minor	Yes	Yes	Yes	No	No	No	No	BL29 (Billing order not in selection process) needs to be AUTO closed when the account is billed to current	INC0048815	CHG0038443	DS4K945291, DS4K945491, DS4K945512	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/ZPEM_AUTO_CLOSE Report Code Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0360	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18285	OPS-DM/WM (PP-16504)	MR41	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Modify MR41 creation logic in FCS upload batch	INC0050981	CHG0037424	DS4K942408, DS4K942415, DS4K942432	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		ESCO_ELECTRIC/ESCO_GAS mETHODS OF CLASS /CHGE/CL_DM_MTRMETER_READ_EXPO Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0361	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18352	OPS - BPEM (PP-16507)	MR35	Task	Major	Yes	Yes	No	No	No	No	No	MR35 Backlog Analysis	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No		Security Roles	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0362	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18365	Hypercare - BPEM (PP-13048)	FI45	Bug	Minor	Yes	Yes	No	No	No	No	No	cannot create bpem in S4 for FI45 case category	INC0051865	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0363	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18559	OPS - BPEM (PP-16507)	IN06 / DR-0040 Att 8	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for IN06 BPEM Auto Close - Phase 1	INC0053181	CHG0038443	DS4K945291,DS4K945491,DS4K945512	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/chge/zpem_auto_close Report fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0364	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18560	OPS - BPEM (PP-16507)	C081, FI45	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for C081 BPEM - Phase 1	INC0053180	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0365	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18561	OPS - BPEM (PP-16507)	FI36	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for FI36 BPEM - Phase 1	INC0053179	CHG0038241	DS4K944437	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		FM /CHGE/CA_FI_CR_POST_R402 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0366	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18562	OPS - Billing (PP-16502)	BL04	Bug	Major	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for BL04 BPEM - Phase 1	INC0053178	CHG0038201	DS4K943683, DS4K943716, DS4K944243, DS4K944245	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0367	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18563	OPS - FICA (PP-16505)	IN01	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for IN01 BPEM - Phase 1	INC0053177	CHG0038291	DS4K944176, DS4K944220, DS4K944363, DS4K944412, DS4K944496	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0368	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18565	OPS - BPEM (PP-16507)	BL35	Task	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Actions for BL35 BPEMs - Phase 1	INC0053174	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0369	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18567	OPS - BPEM (PP-16507)	MT20	CR	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Actions for MT20 BPEMs - Phase 1	INC0053172	N/A	N/A	Done	Yes	Satisfactory	No	N/A	No	Effective	Invest gatory ticket; INC# and corresponding Jira ticket should have been linked in ticket	0%	No		Ticket is being worked	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0370	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18568	OPS - BPEM (PP-16507)	BL37	Task	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Actions for BL37 BPEMs - Phase 1	INC0053171	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0371	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18590	OPS-DM/WM (PP-16504)	MR26	Bug	Major	Yes	Yes	No	No	No	No	No	MR26 logic is questionable	INC0053426	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		Duplicate ticket - issue addressed in Jira PP-18740	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0372	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18610	OPS - BPEM (PP-16507)	MR41	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for MR41 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Ticket is being worked	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0373	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18611	OPS - BPEM (PP-16507)	W009	Task	Major	Yes	Yes	No	No	No	No	No	Create an RCA for W009 BPEM category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0374	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18614	OPS - BPEM (PP-16507)	MR26	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for MR26 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0375	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18616	OPS - BPEM (PP-16507)	BL02, BL04, BL35, C232, FI45, IN01	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for BL02 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0376	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18617	OPS - BPEM (PP-16507)	MT25	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for MT25 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0377	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18618	OPS - BPEM (PP-16507)	IN05	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for IN05 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0378	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18619	OPS - BPEM (PP-16507)	C081, C088, C217, C232, C235, C239, FI45	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for FI45 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0379	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18620	OPS - BPEM (PP-16507)	IN08	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for IN08 BPEM case category	N/A	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0380	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18621	OPS - BPEM (PP-16507)	FI54	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for FI54 BPEM case category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	Yes	Effective, w th potential side e	Data Change in PRD	0%	No		Data Change in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0381	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18673	OPS - BPEM (PP-16507)	W009	Task	Major	Yes	Yes	No	No	No	No	No	Mass cancel or close all of the open W009 BPEMs associated with INSP GVI â€“ Gas Vent Inspection orders.	N/A	N/A	N/A	Testing Complete	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0382	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18704	OPS-DM/WM (PP-16504)	W009	CR	Minor	Yes	Yes	Yes	No	No	No	No	Add MWM times to the Enhancement Tab	INC0054053	N/A	DS4K945416	Done	Yes	Immediate issue addressed; root cause unclear	No	N/A	No	Effective	Changes not in PRD so cannot determine efficacy in full	0%	No		Changes not in Production	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0383	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18765	OPS-DM/WM (PP-16504)	W009	Task	Minor	Yes	Yes	No	No	No	No	No	Provide file on BPEM cases created for W012 and W021 installations	INC0054447	N/A	N/A	In Progress	Yes	Satisfactory	No	N/A	Yes	Effective	File Provided; ticket should be marked as Done	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0384	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18767	OPS - BPEM (PP-16507)	MT20	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for MT20 BPEM Case Category	INC0054457	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0385	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18849	OPS - Billing (PP-16502)	BLA4	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA Document for BLA4 BPEM Case Category	INC0054969	N/A	N/A	Done	Yes	Inconclusive	No	N/A	Unknown	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0386	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18850	OPS - BPEM (PP-16507)	IN05	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for IN05 BPEM Case Category	INC0054970	CHG0038416	DS4K944841, DS4K944932	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/ZPEM_AUTO_CLOSE Report Code Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0387	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18851	OPS - BPEM (PP-16507)	IN08	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for IN08 BPEM Case Category	INC0054971	CHG0038416	DS4K944841, DS4K944932	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/ZPEM_AUTO_CLOSE Report Code Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0388	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18860	OPS - BPEM (PP-16507)	MR35	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for MR35 Case Category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0389	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18862	OPS - BPEM (PP-16507)	BL39	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for BL39 Case Category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0390	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18863	OPS - BPEM (PP-16507)	FI37	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for FI37 Case Category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0391	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18870	OPS - BPEM (PP-16507)	MR26	CR	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for MR26 Case Category	INC0055134	CHG0038702	DS4K944305, DS4K945162, DS4K946238, DS4K946246, DS4K946458, DS4K946466	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/dm_mtr_e_zxelu09_4 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0392	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18876	OPS - BPEM (PP-16507)	BLA4	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action to BLA4 BPEM	INC0055171	CHG0038755	DS4K945498, DS4K945933, DS4K945945, DS4K946385	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/CHGE/BL_BIL_R_POST_INV_F01 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0393	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18920	OPS - BPEM (PP-16507)	FI45	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Actions for FI45 BPEM Case Category	INC0055521	CHG0038443	DS4K945212, DS4K945210	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory - Config Change cannot determine the efficacy in full	0%	Yes		Config Change	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0394	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18993	OPS - BPEM (PP-16507)	BL39	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for BL39 BPEM Case Category	INC0056101	CHG0038864	DS4K946153,DS4K947001	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/chge/zpem_auto_close fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0395	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18994	OPS - BPEM (PP-16507)	FI37	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for FI37 BPEM Case Category	INC0056102	CHG0038702	DS4K945689	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/ZPEM_AUTO_CLOSE Report Code Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0396	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18995	OPS - BPEM (PP-16507)	W009	Bug	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for W009 BPEM Case Category	INC0056103	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0397	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18997	OPS - BPEM (PP-16507)	MR25	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for MR25 BPEM Case Category	INC0056105	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0398	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-18998	OPS - BPEM (PP-16507)	MR17	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for MR17 BPEM Case Category	INC0056106	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0399	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19000	OPS - BPEM (PP-16507)	BL34	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for BL34 BPEM Case Category	INC0056108	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0400	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19001	OPS - BPEM (PP-16507)	BB04	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for BB04 BPEM Case Category	INC0056109	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0401	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19005	OPS - BPEM (PP-16507)	MR16	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for MR16 BPEM Case Category	INC0056112	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0402	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19007	OPS - BPEM (PP-16507)	C242	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for C242 BPEM Case Category	INC0056115	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0403	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19008	OPS - BPEM (PP-16507)	W027	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for W027 BPEM Case Category	INC0056116	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0404	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19009	OPS - BPEM (PP-16507)	W007	Task	Minor	Yes	Yes	No	No	No	No	No	Create RCA for W007 BPEM Case Category	INC0056117	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0405	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19036	OPS - Batch (PP-16508)	BB04, BL02, BL04, BL34, BL35, IN01, IN05, IN06 / DR-0040 Att 8, IN08	CR	Major	Yes	Yes	No	No	No	No	No	Change Redwood Request	SCTASK0056125 RITM0043965 REQ0047952	CHG0038519	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	Satisfactory	0%	Yes		Job Parameters change requested in PRD and they are parameters are changed Succesfully	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0406	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19206	OPS - BPEM (PP-16507)	BLA0	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for BLA0 BPEM case category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0407	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19207	OPS - BPEM (PP-16507)	MR31	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for MR31 BPEM case category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0408	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19208	OPS - BPEM (PP-16507)	W011	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for W011 BPEM case category	N/A	N/A	N/A	Done	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0409	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19209	OPS - BPEM (PP-16507)	FI45, C217	Task	Major	Yes	Yes	No	No	No	No	No	Create RCA for C217 BPEM case category	N/A	N/A	N/A	Testing Complete	Yes	Satisfactory	No	N/A	N/A	Effective	RCA Approved; ticket should be marked as Done	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0410	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19213	OPS - BPEM (PP-16507)	MR25	CR	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for MR25 BPEM Case Category	INC0057672	N/A	DS4K946923, DS4K949385, DS4K950724	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		CHGE/dm_mtr_e_zxelu09_4 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0411	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19214	OPS - BPEM (PP-16507)	BB04	CR	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for BB04 BPEM Case Category	INC0057680	N/A	N/A	Ready for Testing	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No		Cannot determine based on Jira as Business decided not to implement the RCA Recommendations	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0412	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19215	OPS - BPEM (PP-16507)	MR17, MT25	CR	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for MT25 BPEM Case Category	INC0057679	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Still Pending Issues with Fix	0%	No		St ll Pending Issues with Fix	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0413	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19217	OPS-DM/WM (PP-16504)	MR16	CR	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for MR16 BPEM Case Category	INC0057677	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No		Cannot determine based on Jira as Business decided not to implement the RCA Recommendations	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0414	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19218	OPS - BPEM (PP-16507)	W027	CR	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for W027 BPEM Case Category	INC0057676	CHG0038934	DS4K946869, DS4K947417, DS4K947422, DS4K947434, DS4K947436	Done	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory	0%	Yes		/CHGE/CL_DM_ORD_MWM_INB_GLB RETURN_TO_CODE_9 Method Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0415	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19219	OPS - BPEM (PP-16507)	W007	CR	Minor	Yes	Yes	No	No	No	No	No	Implement Corrective Action for W007 BPEM Case Category	INC0057675	N/A	N/A	Ready for Testing	Yes	Satisfactory	No	N/A	N/A	Effective	Satisfactory; should be marked as Done	0%	Yes			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0416	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19220	OPS - BPEM (PP-16507)	(None Identified)	CR	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for MR17 BPEM Case Category	INC0057673	N/A	DS4K947096	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory - cannot determine the efficacy in full as changes are not yet in PRD	0%	No		Satisfactory - cannot determine the efficacy in full as changes are not yet in PRD	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0417	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19250	OPS - BPEM (PP-16507)	BL34	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for BL34 BPEM Case Category	INC0057890	CHG0039358	DS4K947711	Accepted	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory; should be marked as Done	0%	Yes		/chge/zpem_auto_close fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0418	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19325	OPS - BPEM (PP-16507)	BB04	Bug	Minor	Yes	Yes	Yes	No	No	No	No	BB04 BPEMs being created on finalled accounts	INC0058373	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE
0419	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19332	OPS - BPEM (PP-16507)	W011	Task	Major	Yes	Yes	Yes	No	No	No	No	No W011 BPEMs created past 3/25/2022	INC0058447	N/A	N/A	Done	Yes	Inconclusive	No	N/A	No	Ineffective	Transport code unavailable to enable proper traceability	0%	No			FALSE	FALSE	FALSE	FALSE	TRUE	FALSE	FALSE
0420	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19450	OPS - BPEM (PP-16507)	BLA0	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for BLA0 - No MR result marking end of billing period	INC0059276	CHG0039358	DS4K947160	Done	Yes	Satisfactory	No	N/A	No	Effective	Satisfactory - cannot determine the efficacy in full as changes are not yet in PRD	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0421	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19494	OPS - BPEM (PP-16507)	MR31	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Implement Corrective Action for MR31 BPEM Case Category â€œCustomer with two consecutive 0 Usage on Demandâ€™	INC0059623	CHG0039204	DS4K947949	In Progress	Yes	Satisfactory	No	N/A	Yes	Effective	Satisfactory; ticket should be marked as Done	0%	Yes		Exit ZXPU1U01 Fixed	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE	FALSE
0422	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19730	OPS - Billing (PP-16502)	BL02	CR	Critical	Yes	Yes	Yes	No	No	No	No	Account is not invoicing after contract change	INC0060923	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0423	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-19823	OPS - BPEM (PP-16507)	IN01	Bug	Critical	Yes	Yes	Yes	No	No	No	No	Invoice Outsort BPEM case IN01 should include Main 6100 and 0080	INC0061483	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	TRUE	FALSE	FALSE	FALSE
0424	DR-0040 (Non-DR-0062)	N/A	PA Keyword Search	PP-20181	OPS - Billing (PP-16502)	BL34	Bug	Minor	Yes	Yes	Yes	No	No	No	No	Autoclosure program not working correctly for BL34	INC0063735	N/A	N/A	Accepted	Yes	Inconclusive	No	N/A	No	In progress	Ticket still in progress	0%	No			FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	FALSE

Objective: Track known issue fixes in CH Codebases and any downstream effects they could potentially have
Summary: This tool is for tracking known issues from discovery through full production deployment. It will assess each fix on its effectiveness and any effects unrelated to the issue at hand it may have.
Assumption:
Documents Utilized:

Boolean	CR Priority	IssueType	FixRating	Defect Source	Comments
Yes	Critical	Bug	Effective	PA Keyword Search	(Manual Jira searching)
No	Major	CR	Effective, with potential side effects	High Impact OIE Mapping	(Sean Manna's list)
N/A	Minor		Ineffective	Both	
Unknown	Trivial		Harmful		
			Unknown		
			N/A		
			In progress		

Issue Category ID	Issue per the OIE Report	Keywords	Secondary Keywords Found in Tickets	Base JQL	Labels	
001	Dissonance between meter read date and billing date and the different commodity rate that's used	bill, billing, meter, commodity, commodity rate, meter read date	Installation			
002	Accuracy issues related to Retail choice customers	choice, retail choice, accuracy, accuracy issues, accurate, incorrect, wrong	CIS,OOB,URR,ESCO,EBILLMODE,EDI,ESCO E_COLUP, ESCO E_DES, MW, Calpine, NYPA, NYS OGS, Great American, Texas Retail, SAC, gas service, 867, 810, BPEM, C4C, PS4, EDF, CCA, GTS			
003	Validate that issues with Solar customers (generation data, double billing from estimation, double billing from budget bills)	solar, double billing, estimation, generation, generation data, ami, amr	KWH,kw,collective bill payment,FPL9,Stack/Solar Credits,OOB,RASM,MR,MRU,Net Metered account,AMI,CDG,EFGRNDFATH,EFRECONMON,EANETCRD,BPEM,RNM,EAGENBANK,CAMP,RAV,TOV,Ccfs,867,RNM,SERV-EWK,Rate Categories,ITRON,867MU,IVA dashboard,FAS,MRO,SOX,EABP,Chargeable estimate,dispatch orders,Kubra,BCHA,BORDERLIEN CD, TOU, EV TOU, REFNR and REFTX,URR,ECROSSREFNO,ORIGDOC			
004	Bills for CDG customers were delayed because CDG subscribers that were billed before their CDG host was billed "did not get the necessary credit."	cdg, cdg host, cdg subscribers, "did not get the necessary credit", delay, delayed, delayed billing	%, percent, MR26, disbursement, see other CDG-related issues for relevent keywords			Massive overlap between this row and all below
005	CDG hosts experienced issues with their host summary report and Central Hudson had to perform manual reviews to add missing data. This also led to delays in providing the CDG developer with information about their subscribers	cdg, cdg host, host summary report, manual review, missing data, delay, delayed, cdg developer, subscribers	improvement, value stack, zero, admin fees, sponsor payment, savings rate, SAC, server			

006	Bill print issues – Central Hudson stated that several bill print issues have surfaced to date, including the Summary at a Glance section of budget bills and the annual adjustment presentation, which was not accurate	bill print issue, bill print, summary at a glance, budget bill, annual adjustment presentation, was not accurate	printing, summary, section, display, factor, Sundry, OOB, overlap, graph, storm credit, deactivation, erroneous, console state, cancel, index, #, transversed, POD, proration, EMONHOST, PV, supply, dleivery, corrective actions, $0.00, ERAP, IP (installment plan), XML, Kubra, unmetered, service, UM, format, CA, deposit, handling code, peaking, payee, notice		
007	Net metered bills – There was a misalignment between the bimonthly meter reads, the billing of net metering, and the SAP requirement of a monthly meter reading necessary to issue a budget bill	net meter, net metering, bimonthly, SAP requirement, budget bill	historic usage, implausible, SAP, reflected, changes, demand net meter, URR, coding, recalculation, consumption, banked generation, banked, remote net meter host, Auto read, actual read, field, non-posting, CBC, balance, missing, EQNETGEN Banks, time of use, T-Codes, assigned, read overs, RNM, collective net meter, collective invoice, netting, Usage, need to create a BPEM, TOL, settlement, 0, consolidated, Pk bank, reducing, doubling, FIORI, Disenroll		
008	CDG (Community distributed generation) bills – When a CDG customer received a CDG subscriber credit, the billing document reverted to $0 or negative, resulting in an incorrectly updated budget differential	cdg, cdg bill, cdg subscriber, cdg subscriber credit, budget differential, billing document revert, billing document, $0, negative, $0 or negative	early read, wont, TOU, volumetric, cannot, need a billing error, program block, block, satellite, BB, VS, subscriber banks, bank, inaccurate, should, allocated, overlapping logic, long bill, invoicing, mass invoicing, interim, <report number list, ex: R403>, accurate		
009	Issues with number of budget billing installments as a result of rebills	budget bill, budget billing, budget billing installments, installment	cancel, rebill, OBF, paid, adjustment, bill summary, net-metered, host, subscriber, need a BPEM		
010	Any issues related to integration configuration and ensure that data flowing properly between SAP and field collection systems, ESCOs, net generation module, and any others	integration configuration, data flow, field collection system, FCS, ESCO, net generation, net generation module	net meter, net metered, interface, fail, failing, dump, dumping, reads, read, PO, mandatory segment, mandatory, lack of, lack, collection agency, require, requiring, additional, collection step, OTDA, HEAP, prevented, off cycle, loop issue, FAS, ISA		
011	EDI issues for ESCO customers (e.g. "challenges associated with updating supply scenario dates" and "a sales tax configuration that was not operating properly"	EDI, ESCO, ESCO customers, supply scenario, sales tax, sales configuration, inbound, outbound	Incorrect, charge, file, move out, created, information, ESCO response, response, recon program, <ESCO EDI file list, ex: 810, 867>		
012	Keywords found in the above results				

Row	Issue key	Summary
1	PP-17908	OPS - SAC
2	PP-17001	OPS - Change Request
3	PP-16549	OPS - Middleware
4	PP-16532	Hypercare - Dunning
5	PP-16511	OPS - C4C
6	PP-16510	OPS - BASIS
7	PP-16509	OPS - Cross Channel
8	PP-16508	OPS - Batch
9	PP-16507	OPS - BPEM
10	PP-16506	OPS - Retail Choice
11	PP-16505	OPS - FICA
12	PP-16504	OPS-DM/WM
13	PP-16503	OPS - Customer Service
14	PP-16502	OPS - Billing
15	PP-16501	OPS - Security Authorization
16	PP-16377	Hypercare - C4C
17	PP-15918	Hypercare - BASIS
18	PP-14192	Hypercare - Cross Channel
19	PP-13921	Jira Upgrade
20	PP-13449	Hypercare - L1
21	PP-13110	Hypercare - Security Authorization
22	PP-13049	Hypercare - SAP-Internal
23	PP-13048	Hypercare - BPEM
24	PP-12939	Hypercare - Data
25	PP-12938	Hypercare - Batch
26	PP-12914	Hypercare - FICA
27	PP-12913	Hypercare - CS
28	PP-12912	Hypercare - BL
29	PP-12911	Hypercare - RA
30	PP-12905	Cutover
31	PP-12901	Hypercare - DM
32	PP-12636	DR2
33	PP-12332	Dress Rehearsal 1
34	PP-11542	BPEM
35	PP-11290	Batch Testing
36	PP-10686	Mock 5
37	PP-10027	End-to-End (E2E)
38	PP-9562	Mock 4
39	PP-8792	Performance
40	PP-6386	Bill Compare
41	PP-5762	GRC Lite
42	PP-4714	SAP - Internal
43	PP-1993	Mock 3
44	PP-1992	Mock 2
45	PP-1991	Mock 1
46	PP-1412	Test-CS

47	PP-1411	Test-RA
48	PP-1410	Test-FICA
49	PP-1409	Test-DM
50	PP-1408	Test-BL
51	PP-924	DO NOT USE
52	PP-837	Proposed-SIT1
53	PP-478	Rate Unit Testing
54	PP-426	Configuration Approval
55	PP-115	Retail Choice Functional Unit Tests
56	PP-114	Customer Service Functional Unit Tests
57	PP-113	FICA Functional Unit Tests
58	PP-112	Billing Functional Unit Tests
59	PP-111	DM Functional Unit Tests
60	PP-50	Data Defects
61	PP-20	Device Management Unit Tests
62	PP-19	Retail Choice Unit Tests
63	PP-18	Customer Service Unit Tests
64	PP-17	FICA Unit Tests
65	PP-15	Billing Unit Tests

Row	DR-0040 Attachment	BPEM	Description	DR-0062 Jira Key	Non-DR-0062 Jira Key(s)	Comments
1	3	BL37	Account Determination not possible; billing error due to missing main & sub config resulting in BL37 case	(Not Found)	PP-18568	
2	4	MT20	Meter reading not received for enrollment, drop and switch process	(Not Found)	PP-18567, PP-18767	
3	5	BL35	No contract allocated to the installation	(Not Found)	PP-16573, PP-18565, PP-19036	
4	6	IN01	Invoicing document has been out sorted due to standard SAP invoicing validation AMOUNT3 (Bill sum total against minimum and maximum limits) resulting in IN01 case	(Not Found)	PP-12916, PP-16573, PP-16940, PP-17692, PP-18563, PP-19036, PP-19823	
5	7	BL04	Billing document has been out sorted due to standard SAP billing validation AMOUNT1 (Compare Net Amount Against Highest and Minimum Amounts) resulting in BL04 case	(Not Found)	PP-14238, PP-16338, PP-16573, PP-16940, PP-17982, PP-18562, PP-19036	
6	8	IN06	Invoicing Lock: SAP Invoicing is creating “IN06” BPEMs when an account is locked for invoicing. After this, the lock is removed or expires, but the BPEM case remains open.	PP-17652	PP-17960, PP-18559, PP-19036	
7	9	C081	Deposit / Commercial App / Business Certificate / ID require [sic]: A BPEM case C081 is being generated automatically during customer’s MOVE IN if the new account is a commercial account. C081 cases do not stop the MOVE IN or any future activity.	(Not Found)	PP-18560, PP-18619	
8	10	FI36	Balance is not $0, posting is not possible. Company Use Accounts are having issues if more than 1 period is invoiced at the same time. The logic to calculate the expense credit is program just to have 1 period for each invoice.	(Not Found)	PP-13326, PP-16270, PP-18561	
9	11	IN04	Posting for account determination not allowed; missing configuration on account determination is creating BPEMs IN04	(Not Found)	(Not Found)	
10	12	FI54	No Acct Determ possible for LIBPD credit; not posting in some specific scenarios	(Not Found)	PP-16030, PP-18621	
11	13	IN05	Preceding document not yet invoiced: SAP Invoicing is creating “IN05” BPEMs when there are pending billing documents from being invoiced. The reasons to have a previous document not invoiced on an account can be multiple and they are be valid. Therefore, having IN05 created is useful for the billing department to identify pending issues on customer accounts. Once the issues which are preventing the invoicing of the previous billing periods, the next period will be posted without generating a new BPEM case.	(Not Found)	PP-17338, PP-18618, PP-18850, PP-19036	
12	14	MR26	Move monthly Dem. meter Cust to demand billing. When monthly customer with a demand meter but not on demand rate received kW reading exceeding 10kW for 3 consecutive months or 14kW in a month within the last year, create MR26. BPEM is created in user exit upon MR upload.	(Not Found)	PP-13230, PP-14613, PP-18590, PP-18614, PP-18870	
13	15	W009	Investigate the root cause of W009– Send to CSR: CSR follow-up based on field rep comments in the action taken field. This BPEM case is created manually from the MWM interface program. EMMA List – Better Routing functionality. EMMA analysis for all PM types to confirm they are created as expected. Ways to close old open EMMA Cases.	(Not Found)	PP-16742, PP-18611, PP-18673, PP-18704, PP-18765, PP-18995	
14	16	MR41	Meter Reading Skipper for Contract Change Order: BPEM is created in user exit upon FCS upload. This was a temporary solution put in place due to a date adjustment issue in the upload that caused the entire reading file to fail. For accounts that we expect switches, the switches are created up front on the scheduled meter reading date. When we receive an actual read, system is supposed to adjust the switch date to match actual read date. When we received actual meter reading that is not exactly on scheduled meter read date in the FCS upload, this BPEM is created	(Not Found)	PP-18285, PP-18610, PP-18636	
15	17	FI45	Misc. Credits (Sales Correction): BPEM FI45 is created manually by users when certain credits or debits should be posted on specific contract accounts. In some events, cases are being duplicated or even triplicated. This is artificially inflating the amount of BPEM cases which are open at the same time and making it difficult for the team to handle valid tickets. Generated manually.	(Not Found)	FI45: PP-18365, PP-18619, PP-18920 C081: PP-18560, PP-18619 C088: PP-18619 C217: PP-18619, PP-19209 C232: PP-13422, PP-15159, PP-16573, PP-18619 C235: PP-18619 C239: PP-18619	Duplication described also occurs in other BPEMs: C081, C088, C217, C232, C235, C239 none of which are mentioned in DR-0062
16	18	BL02	Contract is blocked for billing by user	(Not Found)	PP-16573, PP-18616, PP-19036, PP-19730	
17	19	IN08A	Different data in billing document: Currently the auto close program has no logic to handle IN08. The following 2 scenarios should be auto closed: 1. IN08 cases where the reported billing documents with issues have already been invoiced. 2. IN08 cases where the related to billing documents have been reversed.	(Not Found)	IN08: PP-18620, PP-18851, PP-19036 IN08A: (Not Found)	

18	21	BL29	Billing order not in selection process: Billing error due to not billable billing orders	(Not Found)	PP-16573, PP-18029	
19	22	FI37	Account is locked for posting: FI37 BPEMs are created any time a contract account with Posting/Clearing lock goes through invoicing. Unnecessary FI37 are being generated due to the bankruptcy procedure.	(Not Found)	PP-18863, PP-18994	
20	23	BLA4	BLA4 is raised during Program /CHGE/BL_BIL_R_POST_INV around any issues with accounts that cannot be reversed. RCA will address code issue that needs to be corrected when ran manually with no inputs along with addressing 15,213 backlog of BPEM cases inadvertently created.	(Not Found)	PP-16212, PP-16695, PP-18849, PP-18876	
21	24	MR35	Move monthly Dem. meter Cust to demand billing. When As Left doesn't match with As Found, custom independent validation 53 triggered to create BPEM MR35.	PP-17625	PP-15159, PP-15634, PP-16573, PP-18352, PP-18860	
22	26	BL39	No value found for price (operand) for the period is a billing error	(Not Found)	PP-18862, PP-18993	
23	28	MR25	Move Cust to non-demand Billing; Move to Bimonthly: When monthly customer with a demand meter on demand rate not having more than 10kW for 3 months in 12 months period AND 14kW in any month within the last year AND more than 2500 kWh for 3 consecutive months, then create MR25	(Not Found)	PP-13230, PP-13730, PP-18997, PP-19213	
24	29	MR17	No Access to meter: Initiate Legal action process: When read is being uploaded through FCS with meter reading note, system will check if we encounter similar note for the past 6-8 months. If they do and the reads are estimated, this BPEM is created	(Not Found)	PP-18998, PP-19220	
25	30	MT25	Billing - cannot create billing determinatns: Custom retail choice enrollment error due to process document processing step no. 510 Calculate Billing Determinant	(Not Found)	PP-18617, PP-19215	
26	31	BL34	Move in read is missing: Standard SAP billing error due to move-in meter reading results missing or incorrect	(Not Found)	PP-16573, PP-19000, PP-19036, PP-19250, PP-20181	
27	32	BB04	EITR bill doc dates don't fall into EABP dates: Custom Invoicing error message “Billing document must have one month period for budget invoices”	(Not Found)	PP-14569, PP-17997, PP-19001, PP-19036, PP-19214, PP-19325	
28	33	CXXX?	CXXX BPEMs. C4C Tickets reconciliation: Some Contact Center C4C Tickets have a correspondent BPEM. C4C tickets are being closed but BPEM cases are kept open. Previous situation is causing both systems to be out of synch	(Not Found)	C201: PP-15621 C215: (Not Found) C217: PP-18619, PP-19209 C224: (Not Found) C242: PP-19007	Corresponding document 33.1 mentions BPEMS: C201, C215, C217, C224, C242 none of which are mentioned in DR-0062 items
29	34	MR16	No Access to meter: Send form letter to customer. MR16 BPEMs gets created to send a letter to a customer manually in case meter reader is not able to read the meter in the field, a ‘No Read Code’ is captured by the meter reader for this meter with the meter read notes: 02, 06, 12 & 15. (Please refer to Access- No Read codes .docx)	(Not Found)	PP-14592, PP-19005, PP-19217	Document link could not be followed -- perhaps needs explicit request
30	35	CXXX?	CXXX BPEMs. C4C Tickets reconciliation: Some Contact Center C4C Tickets have a correspondent BPEM. C4C tickets are being closed but BPEM cases are kept open. Previous situation is causing both systems to be out of synch	(Not Found)	C201: PP-15621 C215: (Not Found) C217: PP-18619, PP-19209 C224: (Not Found) C242: PP-19007	**(APPEARS TO UPDATE STATUS SINCE ATTACHMENT 33.X)** Corresponding document 35.1 mentions BPEMS: C201, C215, C217, C224, C242 none of which are mentioned in DR-0062 items
31	36	W027	Return to Field: W027 BPEMs “Return to Field” are generated automatically when the return from WMW interface is equal to “9”. Since Go Live (2021) a total of 2,271 W027 have been created but just 255 have been completed. The rest have not been worked.	(Not Found)	PP-19008, PP-19218	
32	37	CXXX?	CXXX BPEMs. C4C Tickets reconciliation: Some Contact Center C4C Tickets have a correspondent BPEM. C4C tickets are being closed but BPEM cases are kept open. Previous situation is causing both systems to be out of synch	(Not Found)	C201: PP-15621 C215: (Not Found) C217: PP-18619, PP-19209 C224: (Not Found) C242: PP-19007	**(APPEARS TO UPDATE STATUS SINCE ATTACHMENT 35.X)** Corresponding document 35.1 mentions BPEMS: C201, C215, C217, C224, C242 none of which are mentioned in DR-0062 items
33	38	W007	Transformed Pole number passed is invalid: The interface with MWM creates automatically W007 PBEM cases when the address from the field is not the same as the address in SAP.	(Not Found)	PP-19009, PP-19219	
34	39	W011	Pole W011 Meter Lock order changed to Readover: The interface with MWM creates automatically W011 BPEM during the “Three day note tag MWM for readover” procedure. Not a single W011 BPEM has been created on production for the last 15 months. 88% of all the W011 cases were not worked on.	(Not Found)	PP-19208, PP-19332	

35	40	CXXX?	CXXX BPEMs. C4C Tickets reconciliation: Some Contact Center C4C Tickets have a correspondent BPEM. C4C tickets are being closed but BPEM cases are kept open. Previous situation is causing both systems to be out of synch	(Not Found)	C201: PP-15621 C215: (Not Found) C217: PP-18619, PP-19209 C224: (Not Found) C242: PP-19007	**(APPEARS TO UPDATE STATUS SINCE ATTACHMENT 37.X)** Corresponding document 35.1 mentions BPEMS: C201, C215, C217, C224, C242 none of which are mentioned in DR-0062 items
36	42	BLA0	No MR result marking end of billing period: Standard SAP billing error due to missing meter read at the end of bill period resulting in BLA0 case	(Not Found)	PP-19206, PP-19450	
37	43	MR31	Customer with two consecutive 0 Usage on Demand: When there are 2 consecutive zero usage on demand register, custom independent validation 51 triggered (function module EXIT_SAPLEPU1_002) to create BPEM MR31.	(Not Found)	PP-17027, PP-19207, PP-19494	

Row	Key	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
1	PP-18164	OPS-DM/WM (PP-16504)	Done	12/20/2022	Task	Critical	Data identification and monitoring SXMB_MONI - FCS program failed	INC0050022				JFohl	
2	PP-18154	OPS-DM/WM (PP-16504)	Done	12/16/2022	Task	Minor	FCS program failed	INC0050022				JFohl	
3	PP-18064	OPS - Retail Choice (PP-16506)	Done	11/30/2022	Task	Major	Retail Choice Data Cleanup - Consolidated Task					SManna	
4	PP-17973	OPS - Retail Choice (PP-16506)	Done	11/14/2022	Task	Critical		INC0048573				HWheeless	
5	PP-17800	OPS - Retail Choice (PP-16506)	Done	10/20/2022	Bug	Critical	Add proofing on letter type ZDIC.	INC0047577				ASekar	
6	PP-17753	OPS - Retail Choice (PP-16506)	Done	10/13/2022	CR	Major		INC0047228	CHG0036651			JFohl	
7	PP-17652	OPS - Retail Choice (PP-16506)	Done	9/28/2022	Task	Major	Bill Block Columbia/Icon Contracts					SMazurowski	
8	PP-17648	OPS - Retail Choice (PP-16506)	Done	9/27/2022	Task	Major	Update incomplete Drops					ATan	
9	PP-17626	OPS-DM/WM (PP-16504)	Done	9/26/2022	Task	Major	AMI Reads for Columbia & icon					SMazurowski	
10	PP-17625	OPS - Retail Choice (PP-16506)	Done	9/25/2022	Task	Major	Demand Accounts for Columbia					MFaulkner.ctr	
11	PP-17624	OPS - Retail Choice (PP-16506)	Done	9/25/2022	Task	Major	OBF Customers with Columbia & icon					SMazurowski	
12	PP-17623	OPS - Retail Choice (PP-16506)	Done	9/25/2022	Task	Major	Net-Metered Indexes for Columbia & Icon drops					NPinto	
13	PP-17622	OPS - Retail Choice (PP-16506)	Done	9/25/2022	Task	Major	Pending Meter Changes for Columbia & icon					ACarfora	
14	PP-17621	OPS - Retail Choice (PP-16506)	Done	9/25/2022	Task	Major	Pending Moves for Columbia & icon					TLeske	
15	PP-17571	OPS - Retail Choice (PP-16506)	Done	9/19/2022	Bug	Major	820 file did not pickup main/sub 6000/0205	INC0046083	CHG0036714			JFohl	
16	PP-17449	OPS - Customer Service (PP-16503)	Done	9/12/2022	Bug	Critical	Rate type and Fact Group operands updated in workflow when ESCO drop is triggered by 54	INC0045790	CHG0036438			JFohl	
17	PP-17415	OPS - Retail Choice (PP-16506)	Done	9/7/2022	Task	Critical	Columbia and icon Special Drop Date Activities					MFaulkner.ctr	
18	PP-17064	OPS - Retail Choice (PP-16506)	Done	7/19/2022	Bug	Critical	Need to drop all Columbia customers as of 7/19/22	INC0043498 INC0045308	CHG0036459			LCerone	
19	PP-17045	OPS - Customer Service (PP-16503)	Done	7/15/2022	Bug	Major	ESCO DROP LAST READ DATE	INC0043360 INC0045306				NSingh.ctr	
20	PP-16958	OPS - Billing (PP-16502)	Done	6/30/2022	Task	Critical	correction needed for Consolidate bill fees					LCerone	
21	PP-15968	Hypercare - BL (PP-12912)	Done	2/24/2022	Bug	Critical	MTC 1 and MTC 2 Factors being incorrectly updated	INC0036582	CHG0034704			JFohl	
22	PP-15854	Hypercare - BL (PP-12912)	Done	2/14/2022	Bug	Critical	The block that prevents the subscriber from billing before the host is not working.	INC0036100	CHG0034530			JFohl	
23	PP-15559	Hypercare - BL (PP-12912)	Done	1/19/2022	Task	Critical	CDG Outstanding Billing Tracker	CHG0033541				TSu	
24	PP-15011	Hypercare - DM (PP-12901)	Done	12/3/2021	Bug	Major	MRU missing from cycle 2	INC0032684	CHG0034075			LAllen	

Row	Key	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
1	PP-12916	BPEM (PP-11542)	Done	8/25/2021	Bug	Major	Document number in message does not exist and does not match document on EA05					LHagadorn	
2	PP-13230	Hypercare - BPEM (PP-13048)	Done	9/3/2021	Bug	Major	MR25, MR26, MR27, MR28 and MR29	INC0027275				TMu.ctr	
3	PP-13326	Hypercare - FICA (PP-12914)	Done	9/8/2021	Bug	Minor	Postings can't be made as the balance is net zero - Budget Billing	INC0027544	CHG0033388			JFohl	
4	PP-13422	Hypercare - BPEM (PP-13048)	Done	9/10/2021	Bug	Major	BPEM cases need configuration for 2 new ticket categories	INC0027803	CHG0033251			TMu.ctr	
5	PP-13730	Hypercare - Security Authorization (PP-13110)	Done	9/20/2021	Bug	Major	CSRs need access to EA54	INC0028559	CHG0033388			JRocco	
6	PP-14238	Hypercare - Cross Channel (PP-14192)	Done	10/11/2021	Bug	Major	Customer Able to view Billing Data on Website Prior to Bill being invoiced in SAP	INC0029850	CHG0034340			LAllen	
7	PP-14569	Hypercare - BL (PP-12912)	Done	10/27/2021	Bug	Major	BB04 exception generate incorrectly	INC0030870	CHG0034009			JFohl	
8	PP-14592	Hypercare - BPEM (PP-13048)	Accepted	10/28/2021	CR	Major	MR16 BPEM -automation					anair.ctr	Entuber
9	PP-14613	Hypercare - CS (PP-12913)	Done	10/29/2021	Bug	Minor	Case Desc does not match Notes	INC0031044				SOliveri	
10	PP-15159	Hypercare - BPEM (PP-13048)	Done	12/16/2021	Bug	Minor	BPEM Mapping changes	INC0033270				JCito	
11	PP-15621	Hypercare - CS (PP-12913)	Done	1/26/2022	Bug	Minor	Please remove ticket categories from C4C and BPEMs	INC0035129	CHG0034404			TReminger.ctr	
12	PP-15634	Hypercare - DM (PP-12901)	Done	1/27/2022	Bug	Critical	MR35 - FCS: Demand Meter FND and LFT indexes don't match	INC0035189	CHG0034761			LAllen	
13	PP-16030	Hypercare - FICA (PP-12914)	Done	3/2/2022	Bug	Critical	LIBDP credits available and not posted during invoicing	INC0036944	CHG0034761			JFohl	
14	PP-16212	Hypercare - BPEM (PP-13048)	Done	3/21/2022	Bug	Minor	Deactivate the BLA4 BPEM, the business has decided this is an information only case	INC0037950	CHG0034914			JFohl	
15	PP-16270	Hypercare - FICA (PP-12914)	Done	3/28/2022	Bug	Major	When billing is done for more than one month, an internal clearing issue is preventing the posting	INC0038324				hsran.ctr	
16	PP-16338	Hypercare - DM (PP-12901)	Done	4/5/2022	Task	Critical	Demand Estimates Incorrect	INC0038711				Llovino	
17	PP-16573	OPS - BPEM (PP-16507)	Done	5/4/2022	Bug	Major	Code fix needed for BPEM Auto close program (/CHGE/ZPEM_AUTO_CLOSE)	INC0040186	CHG0035847			JFohl	
18	PP-16695	Hypercare - BPEM (PP-13048)	Done	5/25/2022	Bug	Major	New BPEM BLA4 was incorrectly mapped to the Cust Acctg Clerk, instead of Cust Acctg Tech B	INC0036891	CHG0036325			MMckeehan	
19	PP-16742	Hypercare - Dunning (PP-16532)	Testing Complete	5/31/2022	Bug	Major	DU05 new case requested for return to CSR orders W009 currently does not create one for return to csr completions	INC0041223				pkishore.ctr	
20	PP-16940	OPS - BPEM (PP-16507)	Done	6/28/2022	Task	Major	Automation script for closing BPEM case category IN01 - invoice lock and BL04 - bill outsort	INC0042676				JDoane	
21	PP-17027	OPS-DM/WM (PP-16504)	To Do	7/12/2022	CR	Minor	Demand index is less than previous reading but billed anyway for 0	INC0041523				CRobertson	
22	PP-17338	OPS - BPEM (PP-16507)	Done	8/24/2022	CR	Minor	Automation_IN05	INC0043942				sartinano.ctr	Entuber
23	PP-17692	OPS - BPEM (PP-16507)	Done	10/5/2022	Bug	Minor	IN01 BPEMS not being created but on EA05	INC0046836	CHG0038853			AMartinez	TCS
24	PP-17960	OPS - BPEM (PP-16507)	Done	11/10/2022	Bug	Major	IN06 BPEM should be assigned to Customer Accounting Management.	INC0048344	CHG0038714			AMartinez	Entuber
25	PP-17982	OPS - Billing (PP-16502)	Done	11/15/2022	CR	Minor	BL04 bill outsort not happening on contract change billing documents	INC0048647 INC0049685	CHG0038342			JFohl	Entuber
26	PP-17997	OPS - BPEM (PP-16507)	Done	11/16/2022	CR	Minor	BPEM BB04 Auto Close (EITR bill doc dates doesn't fall into EABP dates, skip funct)	INC0048758	CHG0038443			JFohl	Entuber
27	PP-18029	OPS - BPEM (PP-16507)	Done	11/18/2022	CR	Minor	BL29 (Billing order not in selection process) needs to be AUTO closed when the account is billed to current	INC0048815	CHG0038443			JFohl	Entuber
28	PP-18285	OPS-DM/WM (PP-16504)	Done	1/13/2023	Bug	Minor	Modify MR41 creation logic in FCS upload batch	INC0050981	CHG0037424			JFohl	
29	PP-18352	OPS - BPEM (PP-16507)	Done	1/27/2023	Task	Major	MR35 Backlog Analysis					TAnnan.ctr	
30	PP-18365	Hypercare - BPEM (PP-13048)	Done	1/30/2023	Bug	Minor	cannot create bpem in S4 for FI45 case category	INC0051865				asharma03.ctr	
31	PP-18559	OPS - BPEM (PP-16507)	Done	2/27/2023	Bug	Minor	Implement Corrective Action for IN06 BPEM Auto Close - Phase 1	INC0053181	CHG0038443			JFohl	Entuber
32	PP-18560	OPS - BPEM (PP-16507)	Done	2/27/2023	Bug	Minor	Implement Corrective Action for C081 BPEM - Phase 1	INC0053180				sartinano.ctr	Entuber
33	PP-18561	OPS - BPEM (PP-16507)	Done	2/27/2023	Bug	Minor	Implement Corrective Action for FI36 BPEM - Phase 1	INC0053179	CHG0038241			AMartinez	Entuber
34	PP-18562	OPS - Billing (PP-16502)	Done	2/27/2023	Bug	Major	Implement Corrective Action for BL04 BPEM - Phase 1	INC0053178	CHG0038201			JFohl	Entuber
35	PP-18563	OPS - FICA (PP-16505)	Done	2/27/2023	Bug	Minor	Implement Corrective Action for IN01 BPEM - Phase 1	INC0053177	CHG0038291			AMartinez	Entuber
36	PP-18565	OPS - BPEM (PP-16507)	Done	2/27/2023	Task	Minor	Implement Corrective Actions for BL35 BPEMs - Phase 1	INC0053174				fchin.ctr	Entuber
37	PP-18567	OPS - BPEM (PP-16507)	Done	2/27/2023	CR	Minor	Implement Corrective Actions for MT20 BPEMs - Phase 1	INC0053172				anair.ctr	Entuber
38	PP-18568	OPS - BPEM (PP-16507)	Done	2/27/2023	Task	Minor	Implement Corrective Actions for BL37 BPEMs - Phase 1	INC0053171				SEljamal	Entuber
39	PP-18590	OPS-DM/WM (PP-16504)	Done	3/1/2023	Bug	Major	MR26 logic is questionable	INC0053426				anair.ctr	Entuber
40	PP-18610	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for MR41 BPEM case category					anair.ctr	Entuber
41	PP-18611	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create an RCA for W009 BPEM category					anair.ctr	Entuber
42	PP-18614	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for MR26 BPEM case category					anair.ctr	Entuber
43	PP-18616	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for BL02 BPEM case category					fchin.ctr	Entuber
44	PP-18617	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for MT25 BPEM case category					fchin.ctr	Entuber
45	PP-18618	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for IN05 BPEM case category					sartinano.ctr	Entuber
46	PP-18619	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for FI45 BPEM case category					sartinano.ctr	Entuber
47	PP-18620	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for IN08 BPEM case category					sartinano.ctr	Entuber
48	PP-18621	OPS - BPEM (PP-16507)	Done	3/6/2023	Task	Major	Create RCA for FI54 BPEM case category					sartinano.ctr	Entuber
49	PP-18636	OPS-DM/WM (PP-16504)	Done	3/7/2023	CR	Critical	Early/Late Read Issues for Pending Supply Scenario Changes	INC0053667	CHG0038335			JFohl	
50	PP-18673	OPS - BPEM (PP-16507)	Done	3/13/2023	Task	Major	Mass cancel or close all of the open W009 BPEMs associated with INSP GVI â€" Gas Vent Inspection orders.					anair.ctr	Entuber
51	PP-18704	OPS-DM/WM (PP-16504)	Testing Complete	3/16/2023	CR	Minor	Add MWM times to the Enhancement Tab	INC0054053				LFranklin	CH
52	PP-18765	OPS-DM/WM (PP-16504)	Done	3/24/2023	Task	Minor	Provide file on BPEM cases created for W012 and W021 installations	INC0054447				JCollins	
53	PP-18767	OPS - BPEM (PP-16507)	In Progress	3/24/2023	Bug	Minor	Implement Corrective Action for MT20 BPEM Case Category	INC0054457				anair.ctr	Entuber
54	PP-18849	OPS - Billing (PP-16502)	Done	4/5/2023	Task	Minor	Create RCA Document for BLA4 BPEM Case Category	INC0054969				peiland.ctr	Entuber
55	PP-18850	OPS - BPEM (PP-16507)	Done	4/5/2023	Bug	Minor	Implement Corrective Action for IN05 BPEM Case Category	INC0054970	CHG0038416			sartinano.ctr	Entuber
56	PP-18851	OPS - BPEM (PP-16507)	Done	4/5/2023	Bug	Minor	Implement Corrective Action for IN08 BPEM Case Category	INC0054971	CHG0038416			JFohl	Entuber
57	PP-18860	OPS - BPEM (PP-16507)	Done	4/6/2023	Task	Major	Create RCA for MR35 Case Category					anair.ctr	Entuber
58	PP-18862	OPS - BPEM (PP-16507)	Done	4/6/2023	Task	Major	Create RCA for BL39 Case Category					fchin.ctr	Entuber
59	PP-18863	OPS - BPEM (PP-16507)	Done	4/6/2023	Task	Major	Create RCA for FI37 Case Category					sartinano.ctr	Entuber
60	PP-18870	OPS - BPEM (PP-16507)	Done	4/10/2023	CR	Minor	Implement Corrective Action for MR26 Case Category	INC0055134	CHG0038702			JFohl	Entuber
61	PP-18876	OPS - BPEM (PP-16507)	Done	4/11/2023	Bug	Minor	Implement Corrective Action to BLA4 BPEM	INC0055171	CHG0038755			JFohl	Entuber
62	PP-18920	OPS - BPEM (PP-16507)	Done	4/18/2023	Bug	Minor	Implement Corrective Actions for FI45 BPEM Case Category	INC0055521	CHG0038443			sartinano.ctr	Entuber
63	PP-18993	OPS - BPEM (PP-16507)	Done	5/1/2023	Bug	Minor	Implement Corrective Action for BL39 BPEM Case Category	INC0056101	CHG0038864			peiland.ctr	Entuber
64	PP-18994	OPS - BPEM (PP-16507)	Done	5/1/2023	Bug	Minor	Implement Corrective Action for FI37 BPEM Case Category	INC0056102	CHG0038702			JFohl	Entuber
65	PP-18995	OPS - BPEM (PP-16507)	Done	5/1/2023	Bug	Minor	Implement Corrective Action for W009 BPEM Case Category	INC0056103				sartinano.ctr	Entuber
66	PP-18997	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for MR25 BPEM Case Category	INC0056105				anair.ctr	Entuber
67	PP-18998	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for MR17 BPEM Case Category	INC0056106				anair.ctr	Entuber
68	PP-19000	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for BL34 BPEM Case Category	INC0056108				fchin.ctr	Entuber
69	PP-19001	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for BB04 BPEM Case Category	INC0056109				fchin.ctr	Entuber
70	PP-19005	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for MR16 BPEM Case Category	INC0056112				sartinano.ctr	Entuber
71	PP-19007	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for C242 BPEM Case Category	INC0056115				sartinano.ctr	Entuber
72	PP-19008	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for W027 BPEM Case Category	INC0056116				sartinano.ctr	Entuber
73	PP-19009	OPS - BPEM (PP-16507)	Done	5/1/2023	Task	Minor	Create RCA for W007 BPEM Case Category	INC0056117				sartinano.ctr	Entuber
74	PP-19036	OPS - Batch (PP-16508)	Done	5/4/2023	CR	Major	Change Redwood Request	SCTASK0056125 RITM0043965 REQ0047952	CHG0038519			AMartinez	
75	PP-19206	OPS - BPEM (PP-16507)	Done	6/1/2023	Task	Major	Create RCA for BLA0 BPEM case category					KHayle	Entuber
76	PP-19207	OPS - BPEM (PP-16507)	Done	6/1/2023	Task	Major	Create RCA for MR31 BPEM case category					anair.ctr	Entuber
77	PP-19208	OPS - BPEM (PP-16507)	Done	6/1/2023	Task	Major	Create RCA for W011 BPEM case category					sartinano.ctr	Entuber
78	PP-19209	OPS - BPEM (PP-16507)	Done	6/1/2023	Task	Major	Create RCA for C217 BPEM case category					sartinano.ctr	Entuber
79	PP-19213	OPS - BPEM (PP-16507)	Testing Complete	6/2/2023	CR	Minor	Implement Corrective Action for MR25 BPEM Case Category	INC0057672				anair.ctr	Entuber
80	PP-19214	OPS - BPEM (PP-16507)	Done	6/2/2023	CR	Minor	Implement Corrective Action for BB04 BPEM Case Category	INC0057680				fchin.ctr	Entuber
81	PP-19215	OPS - BPEM (PP-16507)	Ready for Testing	6/2/2023	CR	Minor	Implement Corrective Action for MT25 BPEM Case Category	INC0057679				MBachan	Entuber
82	PP-19217	OPS-DM/WM (PP-16504)	Accepted	6/2/2023	CR	Minor	Implement Corrective Action for MR16 BPEM Case Category	INC0057677				anair.ctr	Entuber
83	PP-19218	OPS - BPEM (PP-16507)	Done	6/2/2023	CR	Minor	Implement Corrective Action for W027 BPEM Case Category	INC0057676	CHG0038934			sartinano.ctr	Entuber
84	PP-19219	OPS - BPEM (PP-16507)	Done	6/2/2023	CR	Minor	Implement Corrective Action for W007 BPEM Case Category	INC0057675				JCollins	Entuber
85	PP-19220	OPS - BPEM (PP-16507)	Ready for Testing	6/2/2023	CR	Minor	Implement Corrective Action for MR17 BPEM Case Category	INC0057673				peiland.ctr	Entuber
86	PP-19250	OPS - BPEM (PP-16507)	Done	6/7/2023	Bug	Minor	Implement Corrective Action for BL34 BPEM Case Category	INC0057890	CHG0039358			fchin.ctr	Entuber
87	PP-19325	OPS - BPEM (PP-16507)	Accepted	6/16/2023	Bug	Minor	BB04 BPEMs being created on finalled accounts	INC0058373				rtoh.ctr	Entuber
88	PP-19332	OPS - BPEM (PP-16507)	Done	6/20/2023	Task	Major	No W011 BPEMs created past 3/25/2022	INC0058447				sartinano.ctr	Entuber
89	PP-19450	OPS - BPEM (PP-16507)	Done	7/11/2023	Bug	Minor	Implement Corrective Action for BLA0 - No MR result marking end of billing period	INC0059276	CHG0039358			fchin.ctr	Entuber
90	PP-19494	OPS - BPEM (PP-16507)	Done	7/18/2023	Bug	Minor	Implement Corrective Action for MR31 BPEM Case Category â€œCustomer with two consecutive 0 Usage on Demandâ€™	INC0059623	CHG0039204			AMartinez	Entuber
91	PP-19730	OPS - Billing (PP-16502)	In Progress	8/17/2023	CR	Critical	Account is not invoicing after contract change	INC0060923				gwasham.ctr	Entuber
92	PP-19823	OPS - BPEM (PP-16507)	Accepted	8/31/2023	Bug	Critical	Invoice Outsort BPEM case IN01 should include Main 6100 and 0080	INC0061483				peiland.ctr	Entuber
93	PP-20181	OPS - Billing (PP-16502)	Accepted	10/25/2023	Bug	Minor	Autoclosure program not working correctly for BL34	INC0063735				ewan.ctr	Entuber

Row	Key	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Assignee	Responsible Team
1	[illegible]	[illegible]	[illegible]	[illegible]	CR	Major	[illegible]	[illegible]		[illegible]	[illegible]
2	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	
3	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]	[illegible]	[illegible]	[illegible]	
	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
5	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	
6	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]	[illegible]	[illegible]	[illegible]	
7	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
8	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]			[illegible]	
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10	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	
11	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]	[illegible]		[illegible]	
12	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]
13	[illegible]	[illegible]	Done	[illegible]	Bug	Major	[illegible]	[illegible]	[illegible]	[illegible]	
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26	[illegible]	[illegible]	Done	[illegible]	Bug	Minor	[illegible]	[illegible]	[illegible]	[illegible]	
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30	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
31	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]	[illegible]	[illegible]	[illegible]	
32	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	
33	[illegible]	[illegible]	Done	[illegible]	Bug	Major	[illegible]	[illegible]	[illegible]	[illegible]	
3	[illegible]	[illegible]	[illegible]	[illegible]	CR	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	
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38	[illegible]	[illegible]	Done	[illegible]	Bug	Minor	[illegible]	[illegible]	[illegible]	[illegible]	
39	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		
0	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]		
41	[illegible]	[illegible]	Done	[illegible]	Bug	Critical	[illegible]	[illegible]		[illegible]	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
12	PP-12736		DR2 (PP-12636)	Done	8/15/2021	Bug	Critical	Installation is missing rate type and fact groups and has no registers relevant for billing					SMccardle	
31	PP-12886		Hypercare - BL (PP-12912)	Done	8/21/2021	Bug	Critical	FPL9 net meter gen cr does not match billing doc		CHG0034744			JFohl	
7	PP-12958		Hypercare - Data (PP-12939)	Done	8/18/2021	Bug	Major	Cutover Installation Change Valid Fr Valid T / Billing SP					JPuckett	
38	PP-13032		Cutover (PP-12905)	Done	8/30/2021	Bug	Major	Pre cut over task -Billing block on Primary/Deduct metering					LAllen	
34	PP-13141		Cutover (PP-12905)	Done	9/1/2021	Bug	Major	Primary Deduct Meters must have billing block					LCerone	
22	PP-13195		Hypercare - BL (PP-12912)	Done	9/2/2021	Bug	Major	Net Metered Demand Bill missing credit and now unbalanced	INC0027150				PShetty.ctr	
19	PP-13345		Hypercare - BL (PP-12912)	Done	9/8/2021	Bug	Major	Net metered customers with credit balances on bill doc	INC0027611				JSwart	
21	PP-13353		Hypercare - BL (PP-12912)	Done	9/8/2021	Bug	Major	Net metered URR bills with 0 usage have a consolidated bill fee credit	INC0027624				LCerone	
3	PP-13499		Hypercare - BL (PP-12912)	Done	9/13/2021	Bug	Critical	Billing for Disconnected Installations	INC0027962	CHG0033323			LCerone	
11	PP-14295		Hypercare - DM (PP-12901)	Done	10/13/2021	Bug	Major	Meters Not Billing	INC0030077	CHG0033631			LAllen	
37	PP-14396		Hypercare - CS (PP-12913)	Done	10/18/2021	Bug	Major	Meter Off Since April 2021, Migrated to SAP as on and billed customer with Automatic Owner Allocation	INC0030349				ARichards	
30	PP-14465		Hypercare - BL (PP-12912)	Done	10/21/2021	Bug	Critical	The regular bill file from SAP to KUBRA failed on 10/21 due to missing meter information on account 21003473663 and 16 others.	INC0030538				Llovino	
6	PP-14513		Hypercare - BL (PP-12912)	Done	10/25/2021	Bug	Critical	Meter reading indexes on bill don't match MRO	INC0030715	CHG0033807			CPrakash	
17	PP-14519		Hypercare - BL (PP-12912)	Done	10/25/2021	Bug	Major	Bill Print is displaying non-posting relevant net meter line items	INC0030732	CHG0033599			JFohl	
25	PP-14766		Hypercare - BL (PP-12912)	Done	11/10/2021	Bug	Critical	Colective Bills Missing Meter Reading Dates	INC0031782				LMauro	
36	PP-14874		Hypercare - BL (PP-12912)	Done	11/18/2021	Bug	Critical	legacy flat charge non meter accounts are not set up correct in SAP for billing	INC0032174				AGhosh.ctr	
16	PP-15059		Hypercare - BL (PP-12912)	Done	12/7/2021	Bug	Critical	Gas account missing meter info causing Bill B failure in Kubra	INC0032851	CHG0034024			JFohl	
10	PP-15313		Hypercare - BL (PP-12912)	Done	1/3/2022	Bug	Major	21005392556 trying to bill final gas bill - states meter is missing - see BPEM for 2100 5409 21 0	INC0033854	CHG0034324			JFohl	
41	PP-15826		Hypercare - BL (PP-12912)	Done	1/4/2022	Bug	Major	The PAGE 2 Graph notes a CCF that is inaccurate. The page one and page two billing ccf is accurate to meter reading, however the graph area is in error.	INC0033897	CHG0034751			JFohl	
35	PP-15410		Hypercare - FICA (PP-12914)	Done	1/10/2022	Bug	Critical	New SUBs required for elec/gas share meter penalty on sundry billing to the landlord	INC0034281	CHG0034270			JFohl	
5	PP-15591		Hypercare - BL (PP-12912)	Done	1/23/2022	Bug	Major	same meter # being transversed on bill print	INC0034945	CHG0034480			JFohl	
24	PP-15626		Hypercare - BL (PP-12912)	Done	1/27/2022	Bug	Major	Net meter Budget billing issue with coding	INC0035159	CHG0034462 CHG0034462 CHG0034512			PKarvannan.ctr	
32	PP-15726		Hypercare - DM (PP-12901)	Done	2/2/2022	Bug	Major	New Meter Set Demand E200 Customer appears billed inaccurately					ACarfora	
8	PP-15827		Hypercare - BL (PP-12912)	Done	2/10/2022	Bug	Critical	Kubra Bill file is failing because of missing Gas Meter	INC0035942	CHG0034497			JFohl	
27	PP-15942		Hypercare - BL (PP-12912)	Done	2/22/2022	Bug	Major	For installation 70076634, can not reverse the billing documents back to cut over in order to update the rate category	INC0036496				TTran	
18	PP-16231		Hypercare - BL (PP-12912)	Done	3/23/2022	Bug	Critical	Getting error Subscribers cannot be billed before Host on RNM satellite installation 70001093	INC0036108	CHG0034904			JFohl	
4	PP-16306		Hypercare - BL (PP-12912)	Done	4/1/2022	Bug	Major	Billing Master Data error -installation - 70001082	INC0038573				NPinto	
13	PP-16354		Hypercare - DM (PP-12901)	Done	4/7/2022	Bug	Major	Meter change/ Billing issue	INC0038876				RValente	
9	PP-16388		Hypercare - BL (PP-12912)	Done	4/13/2022	Bug	Major	Meter Multiplier is not being displayed on Gas account for bill print	INC0039065	CHG0035444			JFohl	
40	PP-16485		Hypercare - BL (PP-12912)	Done	4/25/2022	Bug	Major	When billing Net metered TOU 70149294 instead of reducing On Pk bank it is doubling it	INC0039656	CHG0035266			JFohl	
39	PP-17305		OPS-DM/WM (PP-16504)	In Progress	8/19/2022	Bug	Major	Incorrect registers are being billed for PV TOU customers on Openway meters	INC0044864 INC0062076				snair.ctr	Entuber
33	PP-18051		OPS-DM/WM (PP-16504)	In Progress	11/23/2022	CR	Critical	Retail Choice Operands Relevant For Billing Are Not Getting Adjusted for Actual Meter Read Date	INC0049035				phan.ctr	Entuber
1	PP-18641		OPS - Billing (PP-16502)	Done	3/8/2023	Bug	Major	Can not get installation 70239458 which is MV90 to bill for 2/28/2023	INC0053686	CHG0039680			AMartinez	
20	PP-18843		OPS - Security Authorization (PP-16501)	In Progress	4/4/2023	Bug	Major	Custom T-Codes for Net Meter Budget Billing are not assigned to Billing Tech roles	INC0052398				ASekar	Entuber
15	PP-19946		OPS - Billing (PP-16502)	Accepted	9/20/2023	Bug	Critical	Manual Bill with no meter. No Bill Summary above the green line for Total Amount Due Now. CA # 21003644925, Print Doc #60100152779.	INC0062278				gwasham.ctr	Entuber

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
1	PP-13371		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Critical	Pending Retail Choice Mismatch	INC0027677				LCerone	
2	PP-17378		OPS - Billing (PP-16502)	Done	8/31/2022	CR	Critical	The annual adjustment appears incorrect for Retail customers	INC0045340	CHG0036963			JFohl	
3	PP-13373		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Critical	Retail Choice - Status mismatch in SAP	INC0027716				MSaha.ctr	
4	PP-12987		Cutover (PP-12905)	Done	8/29/2021	Bug	Critical	CH as supplier on Retail choice accounts					LCerone	
6	PP-15737		Hypercare - CS (PP-12913)	Done	2/3/2022	Bug	Critical	Retail Choice Accounts with no active EBILLMODE	INC0035585	CHG0034837			JFohl	
11	PP-14102		Hypercare - RA (PP-12911)	Done	10/4/2021	Bug	Critical	Retail Choice Customers Billed Wrong Rate	INC0029438				TTran	
12	PP-13787		Hypercare - BL (PP-12912)	Done	9/22/2021	Bug	Critical	Retail Choice Customer Billed Wrong Rate	INC0028683	CHG0033346			LCerone	
14	PP-13109		Cutover (PP-12905)	Done	9/1/2021	Bug	Critical	Delayed cutover task - Activate Retail Letter					LCerone	
18	PP-17888		OPS - Customer Service (PP-16503)	Testing In-Progress	10/31/2022	CR	Critical	Gas Retail Choice Move-Outs not updating rate category	INC0047991				anair.ctr	Entuber
20	PP-13716		Hypercare - RA (PP-12911)	Done	9/20/2021	Bug	Critical	Retail Access Forecast - Report logic ***High Priority ***	INC0028522	CHG0033346			JCito	
24	PP-13333		Hypercare - RA (PP-12911)	Done	9/8/2021	Bug	Critical	Retail URR accounts having more 867s than 810s	INC0027577	CHG0033203 CHG0033251			JFohl	
26	PP-12436		Dress Rehearsal 1 (PP-12332)	Done	8/1/2021	Bug	Critical	DR1 Data Validation Installation Change Retail Choice Electric					RValente	
28	PP-19027		OPS - BPEM (PP-16507)	Done	5/3/2023	Bug	Critical	Payment Doubling on BBP non-retail Invoices Payment Adj Section	INC0056312	CHG0038714			JFohl	Entuber
30	PP-18051		OPS-DM/WM (PP-16504)	In Progress	11/23/2022	CR	Critical	Retail Choice Operands Relevant For Billing Are Not Getting Adjusted for Actual Meter Read Date	INC0049035				phan.ctr	Entuber
31	PP-14363		Hypercare - FICA (PP-12914)	Done	10/15/2021	Bug	Critical	Retail Choice and Full Service accounts coming in with wrong rate codes - G000/E000	INC0030254	CHG0033773			PMapoy.ctr	
35	PP-14361		Hypercare - FICA (PP-12914)	Done	10/15/2021	Bug	Critical	Retail Choice GL accounts are coming in with Full Service rate codes and vice versa	INC0030252	CHG0033599			JFohl	
36	PP-13067		Hypercare - Data (PP-12939)	Done	8/31/2021	Bug	Critical	Retail Full Service Price History: 647 Failed to load because of missing move-in					LAllen	
41	PP-14352		Hypercare - RA (PP-12911)	Done	10/15/2021	Bug	Critical	Retail Accounts are not showing up on the monthly /CHGE/RA_GTS_I_CUSTINFDL File that is sent to GTS	INC0030230				DClay	
42	PP-14124		Hypercare - RA (PP-12911)	Done	10/4/2021	Bug	Critical	Need to Cancel/Rebill accounts that have billed after an Retail Choice enroll didn't fully complete	INC0029532				MSaha.ctr	
5	PP-16000		Hypercare - BL (PP-12912)	Done	2/28/2022	Bug	Major	Retail Access Bills OOB by .01	INC0036781	CHG0034809			JFohl	
7	PP-15065		Hypercare - BL (PP-12912)	Done	12/7/2021	Bug	Major	Full Reversals on Retail Choice Not Working	INC0032891	CHG0035424			JFohl	
8	PP-16125		Hypercare - RA (PP-12911)	Done	3/11/2022	Bug	Major	Retail Choice Budget Letter Verbiage	INC0037419	CHG0036612			JFohl	
10	PP-15365		Hypercare - RA (PP-12911)	Done	1/6/2022	CR	Major	DEFECT - Date Defect in Retail Load Shift Report	INC0034092	CHG0036897			JFohl	
15	PP-16832		OPS - Billing (PP-16502)	Done	6/13/2022	Bug	Major	Retail Simulation records have wrong dates	INC0041831	CHG0035861			JFohl	
16	PP-16715		OPS - Retail Choice (PP-16506)	Done	5/27/2022	Bug	Major	Retail Load Forecast Report data issues	INC0041070	CHG0036458			LCerone	
19	PP-14115		Hypercare - RA (PP-12911)	Done	10/4/2021	Bug	Major	GasAggregateTransport report missing in Retail Choice Portal for October	INC0029507	CHG0033429			JFohl	
21	PP-13387		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Major	Retail Choice Movement Dashboard Incomplete for August 2021	INC0027701				JCito	
22	PP-15066		Hypercare - BL (PP-12912)	Done	12/7/2021	Bug	Major	New Contract not billing after retail choice activity	INC0032892				pkishore.ctr	
23	PP-13389		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Major	SAC - reporting issue tied RETAIL CHOICE MOVEMENT DASHBOARD	INC0027751	CHG0033599			JFohl	
25	PP-13269		Hypercare - CS (PP-12913)	Done	9/4/2021	Bug	Major	C4C - Complete Configuration for SS4 in order to support Retail Testing					DVigil.ctr	
32	PP-16038		Hypercare - BL (PP-12912)	Done	3/2/2022	Bug	Major	Retail Access Value Stack Accounts are not getting full bill paid off	INC0036985	CHG0034744			JFohl	
33	PP-16651		OPS - Retail Choice (PP-16506)	Done	5/17/2022	Bug	Major	Not all Dual Billed customers are shown on the Retail Choice Load Shift Report	INC0040659				pdhrub.ctr	
37	PP-16673		OPS - Billing (PP-16502)	Done	5/20/2022	Bug	Major	Bill print not calculating sales tax correctly on Retail bill for delivery and Supply section	INC0040803	CHG0036425			JFohl	
40	PP-19607		OPS - Billing (PP-16502)	Testing In-Progress	8/7/2023	Bug	Major	Demand not billed scenario not picking up supply charges when customer is retail choice on ESCO	INC0060429				rfragola	
43	PP-17256		OPS - Retail Choice (PP-16506)	Done	8/16/2022	Bug	Major	Retail Access batch job RA_O_D_PDOC_DEADLINE ran over 1.5 hrs on 8/15	INC0044652				AMartinez	
9	PP-19895		OPS - Customer Service (PP-16503)	Ready for Testing	9/13/2023	Bug	Minor	Incorrect information in Retail Loadshift Report	INC0061966				ATan	
13	PP-13154		Hypercare - BL (PP-12912)	Done	9/1/2021	Bug	Minor	No Option to Select Retail Choice for Reversal Reason	INC0027052	CHG0033476			JFohl	
17	PP-18456		OPS - FICA (PP-16505)	Done	2/10/2023	Bug	Minor	Certain Miscellaneous Postings to be extended for Retail Choice	INC0052426	CHG0038853			AMartinez	
27	PP-18604		OPS - SAC (PP-17908)	Done	3/3/2023	Bug	Minor	Retail Load Shift Report producing duplicate line items	INC0053511				pdhrub.ctr	
29	PP-17350		OPS - SAC (PP-17908)	Done	8/25/2022	Bug	Minor	Retail Access Indicator is not working on CECL aging roll forward report	INC0044345	CHG0037326			AMartinez	
34	PP-18462		OPS - SAC (PP-17908)	Done	2/14/2023	Bug	Minor	Please add Retail Access Indicator to Customer with special program indicator report	INC0052525	CHG0037987			JFohl	
38	PP-18143		OPS - FICA (PP-16505)	Done	12/13/2022	Bug	Minor	Need to post to a Retail Choice contract and the combo is only set-up for full service.	INC0049874	CHG0037274			AMartinez	
39	PP-19569		OPS - SAC (PP-17908)	To Do	7/28/2023	CR	Minor	Change to Retail Choice Movement Dashboard to display RS, NRS_ND, NRS_D, NRS_E03 & NRS_E13	INC0060079				EUpdike	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
8	PP-19306		OPS-DM/WM (PP-16504)	Done	6/15/2023	Bug	Critical	Feature: DM Estimation Enhancement	INC0058277	CHG00039617			AMartinez	Entuber
9	PP-17594		OPS-DM/WM (PP-16504)	Done	9/20/2022	Bug	Critical	solar credits have not been applied to account 21002160881	INC0046194				CRobertson	
21	PP-16436		Hypercare - DM (PP-12901)	Done	4/19/2022	Bug	Critical	Volumetric AMI CDGs not receiving index (OpenWay)	INC0039398				CRobertson	
22	PP-14180		Hypercare - DM (PP-12901)	Done	10/6/2021	Bug	Critical	Value Stack Hosts AMI Data doesnt match	INC0029682				NBatson	
34	PP-14371		Hypercare - BL (PP-12912)	Done	10/18/2021	Bug	Critical	RNM Host is missing generation credit	INC0030272	CHG0033560			JSwart	
35	PP-17510		OPS - Billing (PP-16502)	Done	9/16/2022	Bug	Critical	Generation allocated not lining up to expectation.	INC0046040				NPinto	
39	PP-15191		Hypercare - DM (PP-12901)	Done	12/20/2021	Bug	Critical	customer has generation-SAP billing for usage	INC0033381	CHG0034102			LAllen	
41	PP-17083		OPS - Billing (PP-16502)	Done	7/21/2022	CR	Critical	Banked generation not properly allocating on remote net meter host	INC0043639	CHG0036670			JFohl	
43	PP-15463		Hypercare - BL (PP-12912)	Done	1/13/2022	Bug	Critical	CDG De-Enrollments not returning bank generation to host	INC0034493	CHG0034391			JFohl	
48	PP-12878		Test-BL (PP-1408)	Done	8/20/2021	Bug	Critical	Gave credit to satellite but did not reduce generation bank on Host					AGhosh.ctr	
51	PP-13752		Hypercare - RA (PP-12911)	Done	9/21/2021	Bug	Critical	OB867MU missing Actual/Estimate Indicator	INC0028623	CHG0033293			JFohl	
60	PP-17913		OPS - C4C (PP-16511)	Done	11/2/2022	CR	Critical	Work Estimate: Update Ticket categories/Incidents in C4C prod	SCTASK0047927, RITM0037629, REQ0040354	CHG0036800			AMartinez	
61	PP-15269		Hypercare - DM (PP-12901)	Done	12/28/2021	Bug	Critical	Actual vs Estimates Simulation is not estimating Contract Accounts	INC0033636	CHG0034123			JFohl	
64	PP-17895		OPS - C4C (PP-16511)	Done	11/1/2022	CR	Critical	Work Estimate: Request access for Keerthi to configure tickets in C4C prod	SCTASK0047838 RITM0037543 REQ0040251	CHG0036792			JFohl	
68	PP-12567		Batch Testing (PP-11290)	Done	8/6/2021	Bug	Critical	Estimates Not Billed					SMazurowski	
77	PP-14920		Hypercare - BL (PP-12912)	Done	11/22/2021	Bug	Critical	The system is not billing an actual read if the read that comes from the field is lower than the previous estimate	INC0032312	CHG0033896			LCerone	
81	PP-13786		Hypercare - BL (PP-12912)	Done	9/22/2021	Bug	Critical	PV Customers should not have estimates.	INC0028682	CHG0033382			TSu	
89	PP-13954		Hypercare - CS (PP-12913)	Done	9/27/2021	Bug	Critical	Reconnect order not generating	INC0029043				LAllen	
90	PP-14971		Hypercare - BL (PP-12912)	Done	11/30/2021	Bug	Critical	Host Summaries are not generating	INC0032537	CHG0034009			JFohl	
91	PP-14853		Hypercare - BL (PP-12912)	Done	11/17/2021	Bug	Critical	No Letters generated on 11/16/21	INC0032091				SEljamal	
95	PP-14100		Hypercare - BL (PP-12912)	Done	10/2/2021	Bug	Critical	Borderline letters are not being generated	INC0029428	CHG0033626			LCerone	
97	PP-15096		Hypercare - BL (PP-12912)	Done	12/10/2021	Bug	Critical	Collective Bills Not Generating Correctly	INC0033035	CHG0034345			JFohl	
98	PP-14783		Hypercare - DM (PP-12901)	Done	11/11/2021	Bug	Critical	Appointment BPEMs not generated in SAP	INC0031849	CHG0033790			JFohl	
99	PP-14480		Hypercare - BL (PP-12912)	Done	10/22/2021	Bug	Critical	Batch job to generate EDI OB820 files needs to be ran after POR on cycle 05 & 15	INC0030589				LCerone	
100	PP-16857		OPS - Billing (PP-16502)	Done	6/13/2022	CR	Critical	MV90 Subscribers are not generating data on Host Summaries	INC0041950	CHG0036675			JFohl	
101	PP-15552		Hypercare - BL (PP-12912)	Done	1/19/2022	Bug	Critical	Actual and estimated reads on bill do not match from month to month	INC0034772	CHG0034480			JFohl	
104	PP-13847		Hypercare - FICA (PP-12914)	Done	9/23/2021	Bug	Critical	820 is not getting generated - Impacts POR	INC0028790				LCerone	
105	PP-13579		Hypercare - FICA (PP-12914)	Done	9/15/2021	Bug	Critical	Positive pay file is not being generated	INC0028166	CHG0033229			AMartinez	
109	PP-18320		OPS - Billing (PP-16502)	Done	1/23/2023	Bug	Critical	No Letter File generated for 1/19 and 1/20	INC0051530				msharma	
113	PP-13383		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Critical	Account is invoiced but EDI 810 transaction is not generated	INC0027578	CHG0033544			LCerone	
114	PP-15244		Hypercare - CS (PP-12913)	Done	12/27/2021	Bug	Critical	CUSTOMER ID is not generating after BP creation	INC0033571				LAllen	
115	PP-14624		Hypercare - BL (PP-12912)	Done	10/31/2021	Bug	Critical	Unbilled simulation generated unreasonable revenue amounts	INC0031074	CHG0033653			LCerone	
128	PP-18089		OPS-DM/WM (PP-16504)	Done	12/5/2022	Bug	Critical	MR Estimations Jobs failed in Redwood. 1. DM_U_D_MRESTIMATE_01M 2. DM_U_D_MRESTIMATE_01I 3. DM_U_D_MRESTIMATE_03M 4. DM_U_D_MRESTIMATE_06M	INC0049397	CHG0037079			JFohl	
136	PP-16259		Hypercare - BL (PP-12912)	Done	3/28/2022	Bug	Critical	Bills generated for reversal move-in scenarios not picked up in SAC billed revenue report	CHG0034927				JFohl	
138	PP-14075		Hypercare - FICA (PP-12914)	Done	10/1/2021	Bug	Critical	NOTIFI files (bill ready, payment success, payment failed and payment reminder) are not being generated.	INC0029377				SGorman	
2	PP-15883		Hypercare - BL (PP-12912)	Done	2/16/2022	Bug	Major	solar pv - bank generation not billed correctly	INC0036276				JFohl	
3	PP-14051		Hypercare - Cross Channel (PP-14192)	Done	9/30/2021	Bug	Major	Solar customers showing high usage when generating	INC0029311 / INC0030783				JFohl	
4	PP-14606		Hypercare - BL (PP-12912)	Done	10/29/2021	Bug	Major	Payment is being double counted - creating negative bill		CHG0034404			JFohl	
5	PP-14066		Hypercare - BL (PP-12912)	Done	10/1/2021	Bug	Major	Payment Arrangements Double on OOB bills	INC0029351	CHG0033400			LCerone	
7	PP-14248		Hypercare - DM (PP-12901)	Done	10/11/2021	Bug	Major	Meter Reading - estimation report	INC0029916				EUpdike	
13	PP-12803		Test-BL (PP-1408)	Done	8/17/2021	Bug	Major	Meter not setup as AMI					NPinto	
16	PP-15112		Hypercare - DM (PP-12901)	Done	12/13/2021	Bug	Major	IVS3 AsFound - AsLeft validation still implausible after estimation	INC0033085	CHG0033999			LAllen	
17	PP-12834		Hypercare - BL (PP-12912)	Done	8/18/2021	Bug	Major	Generation message on Stub only showing On pk generation in Current net generation section and not showing correct remaining generation					LHazadorn	
19	PP-16723		OPS-DM/WM (PP-16504)	Done	5/27/2022	Bug	Major	Actual meter reads uploaded from field are overwritten by Estimation job.	INC0041117				CRobertson	
23	PP-17991		OPS - Billing (PP-16502)	Need Info	11/16/2022	CR	Major	Generation is being paid out	INC0048709				anair.ctr	Entuber
24	PP-15779		Hypercare - CS (PP-12913)	Done	2/7/2022	Bug	Major	Generation Calculation is inaccruate	INC0035789	CHG0036343			JFohl	
26	PP-16485		Hypercare - BL (PP-12912)	Done	4/25/2022	Bug	Major	When billing Net metered TOU TE 9149294 instead of reducing On Pk bank it is doubling it	INC0039656	CHG0035266			JFohl	
27	PP-16051		Hypercare - BL (PP-12912)	Done	3/3/2022	Bug	Major	NET METER GENERATION ISSUE	INC0037046				JFohl	
28	PP-19600		OPS-DM/WM (PP-16504)	Done	8/4/2023	CR	Major	AMI Meter Creation - Missing AMS Data when created via Tesco		CHG0039819			ACarfora	Entuber
29	PP-16328		Hypercare - DM (PP-12901)	Done	4/5/2022	Bug	Major	Meter Installation/Change Profile Details required Openway/AMI and MV90	INC0038689				CRobertson	
31	PP-14589		Hypercare - BL (PP-12912)	To Do	10/27/2021	CR	Major	Need to refund generation payout to grandfathered customer	INC0030931				SEljamal	Entuber
36	PP-15357		Hypercare - DM (PP-12901)	Done	1/5/2022	Bug	Major	AMI Meter Reading Orders Bulk Request messages for ITRON errors in PO	INC0034052	CHG0034393			LAllen	
37	PP-13351		Hypercare - DM (PP-12901)	Done	9/8/2021	Bug	Major	High estimate	INC0027640				LCerone	
38	PP-13861		Hypercare - RA (PP-12911)	Done	9/23/2021	Bug	Major	Outbound 867 usage for Net Metered with generation	INC0028828				LCerone	
40	PP-12794		DR2 (PP-12636)	Done	8/17/2021	Bug	Major	AMI Meter read request files not triggered through EL16. It worked through EL35					HGupta.ctr	
44	PP-18068		OPS - Billing (PP-16502)	Done	12/1/2022	Bug	Major	Generation bank is not calculating correctly for RNM monetary account	INC0049244				asharma03 ctr	
45	PP-17126		OPS - Billing (PP-16502)	Done	7/29/2022	Bug	Major	Order generation for SERV-EWK description length is truncating	INC0042409 INC0047301	CHG0036311			CRobertson	
46	PP-18316		OPS - Billing (PP-16502)	Done	1/20/2023	Bug	Major	Net Generation Bank carrying over to new customer	INC0051505				JTimberlake	
47	PP-12450		Bill Compare (PP-6386)	Done	8/2/2021	Bug	Major	MR Estimate Accuracy Report					GGrana.ctr	
52	PP-15064		Hypercare - FICA (PP-12914)	Done	12/7/2021	Bug	Major	Actual vs Estimate Test of Reasonableness	INC0032864	CHG0033999			JFohl	
56	PP-17150		OPS - Billing (PP-16502)	Done	8/4/2022	CR	Major	Work Estimate: CBC charge for Net Metered Customers	SCTASK0042909 RITM0033770 REQ0035900	CHG0038961			gwasham.ctr	Entuber
59	PP-14472		Hypercare - BL (PP-12912)	Done	10/21/2021	Bug	Major	Auto Cancel Estimate not running for late reads	INC0030564	CHG0033590			SElias.ctr	
62	PP-14704		Hypercare - RA (PP-12911)	Done	11/5/2021	Bug	Major	EDI OB867 missing actual/estimate in MEA segment	INC0031503	CHG0033737			LCerone	
63	PP-19541		OPS - Billing (PP-16502)	Need Info	7/25/2023	Bug	Major	Unable to track where generation is being applied during PV TOU payout month	INC0059924				athodupunoori ctr	TCS
66	PP-16155		Hypercare - DM (PP-12901)	Done	3/15/2022	Bug	Major	Gas Odor Order Generation in Fiori - Premise not being returned when searched, but is in C4C and S4	INC0037576	CHG0035510			JFohl	
67	PP-13948		Hypercare - BL (PP-12912)	Done	9/27/2021	Bug	Major	PV TOU generation message wrong , usage stated incorrectly, percentages off for on & off pk	INC0029033	CHG0033686			LHazadorn	
69	PP-14531		Hypercare - Security Authorization (PP-13110)	Done	10/26/2021	Bug	Major	CDS Query for Actual vs Estimate Analysis is unavailable to users in S54/PS4	INC0030760	CHG0033822			SJennings	
72	PP-17717		OPS - C4C (PP-16511)	Done	10/7/2022	CR	Major	Work Estimate: Enable C4C odata service so SAC can connect to C4C	REQ0037131 RITM0034831 SCTASK0044278	CHG0037708 - CAB rejected. CHG0037981 - CAB Approved & In Production			JDoane	
74	PP-14569		Hypercare - BL (PP-12912)	Done	10/27/2021	Bug	Major	BB04 exception generate incorrectly	INC0030870	CHG0034009			JFohl	
76	PP-15448		Hypercare - DM (PP-12901)	Done	1/12/2022	Bug	Major	Gas Meter Estimated					JMalizia	
79	PP-18466		OPS - Billing (PP-16502)	Done	2/15/2023	CR	Major	Restrict RNM accounts from consecutive estimates	REQ0044851 RITM0041233	CHG0038567			JFohl	Entuber
82	PP-16100		Hypercare - DM (PP-12901)	Done	3/9/2022	Bug	Major	Customer is received very low estimates	INC0037305				JRocco	
83	PP-15808		Hypercare - BL (PP-12912)	Done	2/9/2022	Bug	Major	Invoiced not generated	INC0035905	CHG0034553			JFohl	
87	PP-16678		Hypercare - DM (PP-12901)	Done	5/20/2022	CR	Major	Timetest letters- a portion are not generating	INC0040817	CHG0036785			JFohl	
88	PP-17659		OPS - Billing (PP-16502)	To Do	9/29/2022	CR	Major	monthly sundry bills are not generating.	INC0046604				sartinano.ctr	Entuber
92	PP-19657		OPS - Billing (PP-16502)	Done	8/15/2023	Bug	Major	PR01 BPEM is not generating	INC0060774	CHG0039474			AMartinez	Entuber
93	PP-16804		Hypercare - Dunning (PP-16532)	To Do	6/8/2022	Bug	Major	EBD household U for unknown need work list to generate for Yes and Unknown similarly	INC0041626				pkishore.ctr	
94	PP-18799		OPS - Customer Service (PP-16503)	In Progress	3/28/2023	CR	Major	814D EDI not getting generated on moves	INC0054668				anair.ctr	Entuber
96	PP-12925		Hypercare - CS (PP-12913)	Done	8/25/2021	Bug	Major	C4C-100 Service Order not generated					NSingh.ctr	
102	PP-16816		OPS - Cross Channel (PP-16509)	Done	6/9/2022	Bug	Major	Usage history website continues to indicate estimated readings for MV90 accounts	INC0040365	CHG0036612			LAllen	
106	PP-13565		Hypercare - DM (PP-12901)	Done	9/14/2021	Bug	Major	No Access Letter C generated incorrectly	INC0028074	CHG0033636			JFohl	
107	PP-13439		Hypercare - DM (PP-12901)	Done	9/10/2021	Bug	Major	Special Reads for Meter Reading not generated	INC0027850	CHG0033189			AMartinez	
108	PP-15599		Hypercare - DM (PP-12901)	Done	1/24/2022	Bug	Major	Borderline letter generating for invalid accounts	INC0034994	CHG0035228			JFohl	
110	PP-14511		Hypercare - DM (PP-12901)	Done	10/25/2021	Bug	Major	TOU estimating on/off Mr rec. does not add to total MR rec.	INC0030697				JFohl	
112	PP-13660		Hypercare - RA (PP-12911)	Done	9/17/2021	Bug	Major	Invalid outbound Change Requests being generated	INC0028375	CHG0033400			LCerone	
116	PP-13577		Hypercare - DM (PP-12901)	Done	9/14/2021	Bug	Major	ZTTL Gas Timetest Letters are generating properly but they are generating multiple copies of the same letter to KUBRA. from 2 letters to up to 12	INC0028157	CHG0033244			WBrandt	
117	PP-18959		OPS - Retail Choice (PP-16506)	In Progress	4/25/2023	CR	Major	Street light Dual ESCO customer not generating 867's	INC0055878				tgoyal.ctr	
120	PP-17595		OPS-DM/WM (PP-16504)	Done	9/20/2022	Bug	Major	MR32 BPEM being generated when installation is disconnected.	INC0046195	CHG0037038			CRobertson	
121	PP-16993		OPS-DM/WM (PP-16504)	Done	7/8/2022	Bug	Major	Tree Trimming letters are not being generated and sent to Kubra	INC0043082	CHG0036062			TWakodikar.ctr	
122	PP-17169		OPS - Customer Service (PP-16503)	Testing In-Progress	8/8/2022	CR	Major	Move out service order/ disconnect doc not generating on move out	INC0044337				anair.ctr	Entuber
124	PP-13633		Hypercare - CS (PP-12913)	Done	9/16/2021	Bug	Major	Landlord auto readover letter 2100435818 should not have generated	INC0028160				AKowalski	
125	PP-16869		OPS - Retail Choice (PP-16506)	Done	6/16/2022	Bug	Major	Balance and Settlement Report is being generated for full service account	INC0042025	CHG0035831			JFohl	
126	PP-19631		Hypercare - Dunning (PP-16532)	Done	8/9/2023	Bug	Major	Currently a file created with other items not done manually (alone) will generate A1, B1, C1- sunrise credit file containing just manual items shows no B	INC0060575	CHG0039301			AMartinez	
129	PP-13642		Hypercare - RA (PP-12911)	Done	9/16/2021	Bug	Major	810 not generated for URR Legacy Cancel/Rebill Accounts done by batch	INC0028329	CHG0033534			LCerone	
132	PP-19891		OPS - FICA (PP-16505)	Ready for Testing	9/12/2023	Bug	Major	Budget differential routed to credit clarification report, allowing refund to be generated	INC0061921				SEljamal	TCS
133	PP-13636		Hypercare - CS (PP-12913)	Done	9/16/2021	Bug	Major	MOVE ORDERS ARE NOT GENERATING FOR BOTH SVCS ON ACCTS & MOVE REQ CANNOT BE CANCELLED	INC0028318				RCosano	
134	PP-18242		OPS - Retail Choice (PP-16506)	Done	1/6/2023	Bug	Major	ESCO rate reports generated on 1/1/2023 batch has Nov 2022 data	INC0050685				ATan	
135	PP-17315		OPS - Customer Service (PP-16503)	In Development	8/22/2022	CR	Major	Processing Esco drops in C4C not generating esco name and wrong installation for Esco Dual and RNM	INC0044934				phan.ctr	Entuber
137	PP-16417		Hypercare - FICA (PP-12914)	Done	4/18/2022	Bug	Major	Inaccurate SAP Transformer Upgrade Billing Orders being generated through SOA/IOAP	INC0039273				DBarton	
141	PP-20080		OPS - Billing (PP-16502)	Testing In-Progress	10/6/2023	Bug	Major	The bill is generating as 2 payments but then one payment is getting reversed and is making the bill out of balance.	INC0063018	6000006904 6000006912 6000006917 6000006920 6000006922 6000006931 6000006941			SEljamal	Entuber
142	PP-13617		Hypercare - DM (PP-12901)	Done	9/15/2021	Bug	Major	Order 1000006153 failed to update to SAP from MWM and caused multiple Gas Warning Tags to be generated.	INC0028270				CKarsten	
143	PP-16704		OPS - Billing (PP-16502)	Done	5/25/2022	Bug	Major	SAP is suppressing invoicing if bill amount is 0 dollar in contract change scenario. Invoice needs to be generated.	INC0040985	CHG0035726			JFohl	
144	PP-19029		OPS - Customer Service (PP-16503)	Need Info	5/3/2023	Bug	Major	PREMISE HAS AUTO R/O LL BUT SERVICE ORDER GENERATED - ELEC SHARED CONDITION HARD STOP ON GAS MOVE OUT	INC0056290				SMazurowski	
1	PP-17844		OPS-DM/WM (PP-16504)	Done	10/28/2022	Bug	Minor	SOLAR ACCOUNT GENERATION BANK	INC0047893				klennon	
6	PP-17328		OPS-DM/WM (PP-16504)	Done	8/23/2022	Bug	Minor	INSTALLATION ESTIMATION REPORT NEEDED	INC0044994	CHG0036251			NTancredi	
10	PP-16813		OPS-DM/WM (PP-16504)	Done	6/9/2022	Bug	Minor	AMI TILE	INC0041670	CHG0035612			LAllen	
11	PP-16730		OPS-DM/WM (PP-16504)	Done	5/31/2022	Bug	Minor	AMI TILE	INC0041179	CHG0035571			LAllen	
12	PP-19726		OPS - Billing (PP-16502)	In Progress	8/17/2023	Bug	Minor	Switch transaction of estimation from EL32 to EL18	INC0060878				anair.ctr	Entuber
14	PP-16376		Hypercare - DM (PP-12901)	Done	4/12/2022	Bug	Minor	SAP AMI demand report	INC0038875	CHG0035491			YSrinivasan.ctr	
15	PP-17055		OPS-DM/WM (PP-16504)	Done	7/18/2022	Bug	Minor	AMI TILE - ENABLE IN SAC	INC0043484	CHG0035886			JFohl	
18	PP-19237		OPS - SAC (PP-17908)	Testing Complete	6/5/2023	Bug	Minor	AMI - new register issue for report	INC0057803				TSu	
25	PP-15749		Hypercare - DM (PP-12901)	Done	2/3/2022	Bug	Minor	Receiving ITRON AMI Meter SmartMeterMeterReadingDocumentERPBulkCreateRequest Out errors in PO	INC0035632	CHG0037020			JFohl	
30	PP-19068		OPS - Billing (PP-16502)	Accepted	5/9/2023	CR	Minor	BANK GENERATION ON MOVE OUT IS NOT BEING PAID	INC0056576				SKumar.ctr	Entuber
32	PP-20079		OPS-DM/WM (PP-16504)	To Do	10/6/2023	CR	Minor	Need ability to report generation on borderline reads	INC0063015				CRobertson	
33	PP-18856		OPS - BPEM (PP-16507)	Done	4/5/2023	Bug	Minor	Implement Corrective Action on Regular OOB - Return Check Doubled And Budget Billing Summary Rework	INC0055028	CHG0038438			AMartinez	Entuber
42	PP-18248		OPS - Billing (PP-16502)	To Do	1/9/2023	CR	Minor	Generation message not appearing on Bill Print for accounts that are coded as EMONHOST	INC0050717				ajain.ctr	Entuber
49	PP-16896		OPS-DM/WM (PP-16504)	Done	6/22/2022	Bug	Minor	AMI Tile - need to add column that counts the number of days with sum of 0 over past 30days	INC0042292	CHG0035831			JFohl	
50	PP-17916		OPS - C4C (PP-16511)	Done	11/2/2022	CR	Minor	Work Estimate: Changes to Ticket process in C4C	SCTASK0047954, RITM0037658, REQ0040398	CHG0037854			JFohl	
53	PP-18061		OPS - SAC (PP-17908)	Done	11/29/2022	Bug	Minor	Work Estimate: IVA Dashboard adjustment	SCTASK0048842 RITM0038349 REQ0041310	CHG0037326			AMartinez	
54	PP-19716		OPS-DM/WM (PP-16504)	Accepted	8/16/2023	Bug	Minor	EL32 doesn't estimate contract changes.	INC0060865				anair.ctr	Entuber
55	PP-19468		OPS - Billing (PP-16502)	Need Info	7/13/2023	Bug	Minor	PV tou net eghistory displaying as if generation is counted as consumption 70377370	INC0059496 INC0059439 INC0060679				asharma03 ctr	TCS
57	PP-18879		OPS-DM/WM (PP-16504)	Done	4/11/2023	CR	Minor	Add BP information to meter reading estimate report	SCTASK0054572 RITM0042792	CHG0039819			ACarfora	

58	PP-16800	OPS - Billing (PP-16502)	Done	6/8/2022	CR	Minor	Need report created with quantity and $ for net generation posted to GL 72920 (purchased electric)	INC0041624	CHG0036785			JFohl		
65	PP-18600	OPS - Billing (PP-16502)	To Do	3/3/2023	CR	Minor	Bill Graph Color Based on kWh Register for Actual vs Estimate	INC0053490				JTimberlake	Entuber	
70	PP-17805	OPS - C4C (PP-16511)	Done	10/21/2022	Bug	Minor	Work Estimate: C4C installment plans filtering payment specification status	SCTASK0047338 REQ0039771	CHG0036785			JFohl		
71	PP-17780	OPS - C4C (PP-16511)	Done	10/18/2022	CR	Minor	Work Estimate: Include resolved on date field within C4C tickets in advanced filter	SCTASK0045342	CHG0036675			JFohl		
73	PP-17841	OPS - C4C (PP-16511)	Done	10/27/2022	CR	Minor	Work Estimate: Default and disable ID number when ID type of a customer in C4C is Refused	SCTASK0047686, RITM0037423, REQ0040093	CHG0036785 - Used for Functional configuration deployment. Already deployed; CHG0037442 -> Tracked for Technical deployment			AMartinez		
75	PP-17076	OPS - Security Authorization (PP-16501)	Done	7/21/2022	Bug	Minor	Ability to generate reports for SEC27	INC0043616				AMartinez		
78	PP-17254	OPS-DM/WM (PP-16504)	Done	8/16/2022	Bug	Minor	Chargeable estimates incorrectly calculated.	INC0044111	CHG0036238			JFohl		
80	PP-20198	OPS - SAC (PP-17908)	Accepted	10/30/2023	CR	Minor	Work Estimate: ([Cost and Rate] [SAC] [MPC, MPA & MISC Measure Additions to Fuel Cost Adjustment Report - Electric R692 Revamped])	SCTASK0065142 RITM0050400 REQ0055631				TNeo		
84	PP-13240	Hypercare - BPEM (PP-13048)	Done	9/3/2021	Bug	Minor	No BPEM was displayed after CSR created ticket and selected to generate exception	INC0027259				TReminger.ctr		
85	PP-17854	OPS-DM/WM (PP-16504)	Done	10/31/2022	Bug	Minor	Data is not being displayed correct for chargeable estimates	INC0046574	CHG0037004			JFohl		
86	PP-18054	OPS - SAC (PP-17908)	Done	11/28/2022	Bug	Minor	Work Estimate: Enhancing SAC/S4 Reporting to get budget billing info needed for Low Income Bill Discount Program (LIBDP) Report	SCTASK0045454	CHG0038783			AMartinez		
103	PP-14035	Hypercare - CS (PP-12913)	Done	9/30/2021	Bug	Minor	Residential BP not generating BP number	INC0029275	CHG0033373			LAllen		
111	PP-15343	Hypercare - BL (PP-12912)	Done	1/5/2022	CR	Minor	When file from WSI is not received, email is not generated	INC0033974				JTimberlake		
118	PP-13261	Hypercare - DM (PP-12901)	Done	9/3/2021	Bug	Minor	NON-RESIDENTIAL BP IS NOT GENERATING BPE AFTER CREATION	INC0027318				RCosano		
119	PP-14521	Hypercare - FICA (PP-12914)	Done	10/25/2021	Bug	Minor	Security Deposit Letter generated in error on URD Deposits	INC0030738	CHG0033870			JFohl		
123	PP-14241	Hypercare - DM (PP-12901)	Done	10/11/2021	Bug	Minor	Appointment for Town of Jewett is generating an error and an appointment cannot be made	INC0029907				PKarvannan.ctr		
127	PP-14418	Hypercare - Security Authorization (PP-13110)	Done	10/19/2021	Bug	Minor	Need to add new bus UNCL AD group to a specific Report Estimated meter reading dashboard	INC0030414	CHG0033567			JFohl		
131	PP-18919	OPS - Customer Service (PP-16503)	Need Info	4/17/2023	Bug	Minor	The system generated 2 install and connect orders from one move in.	INC0055509				SMazurowski		
139	PP-19191	OPS - FICA (PP-16505)	Done	5/30/2023	Bug	Minor	Collective Net Meter (RNM) credits not netting with collective invoice charges for period in which they generated	INC0057524				klennon		
140	PP-18134	OPS - FICA (PP-16505)	Done	12/12/2022	Bug	Minor	Posting doc generated by batch with Tax Code of 00, should be O0 for recon key TC-12110932	INC0049814				FDekker		
145	PP-18037	OPS - Retail Choice (PP-16506)	Done	11/18/2022	Bug	Minor	CH.CIS.CUSTINFO.DAILY report generated from T code /CHGE/RA_GTS_I_CSTID have incorrect SC+RC rate code for CAs with SC12 & SC13 SERVICE	INC0048876	CHG0037789			JFohl		
20	PP-14460	Hypercare - FICA (PP-12914)	Done	10/21/2021	Bug	Trivial	2100047532 got double billed for the $166.28 invoice FPL9 below Pls excuse duplicate attachments I could not see that they were being added at first.	INC0030522				Llovino		
130	PP-13255	Hypercare - DM (PP-12901)	Done	9/3/2021	Bug	Trivial	Orders appear to be slow to go into MWM after being generated in SAP	INC0027329				CKarsten		

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
8	PP-19306		OPS-DM/WM (PP-16504)	Done	6/15/2023	Bug	Critical	Feature: DM Estimation Enhancement	INC0058277	CHG0039617			AMartinez	Entuber
9	PP-17594		OPS-DM/WM (PP-16504)	Done	9/30/2022	Bug	Critical	solar credits have not been applied to account 2100216088I	INC0046194				CRobertson	
21	PP-16436		Hypercare - DM (PP-12901)	Done	4/19/2022	Bug	Critical	Volumetric AMI CDGs not receiving index (OpenWay)	INC0039398				CRobertson	
22	PP-14180		Hypercare - DM (PP-12901)	Done	10/6/2021	Bug	Critical	Value Stack Hosts AMI Data doesnt match	INC0029682				NBatson	
34	PP-14371		Hypercare - BL (PP-12912)	Done	10/18/2021	Bug	Critical	RNM Host is missing generation credit	INC0030272	CHG0033540			JSwart	
35	PP-17510		OPS - Billing (PP-16502)	Done	9/16/2022	Bug	Critical	Generation allocated not living up to expectation.	INC0046040				NPinto	
39	PP-15191		Hypercare - DM (PP-12901)	Done	12/20/2021	Bug	Critical	customer has generation-SAP billing for usage	INC0033381	CHG0034102			LAllen	
41	PP-17083		OPS - Billing (PP-16502)	Done	7/21/2022	CR	Critical	Banked generation not properly allocating on remote net meter host	INC0043639	CHG0036670			JFohl	
43	PP-15463		Hypercare - BL (PP-12912)	Done	1/13/2022	Bug	Critical	CDG De-Enrollments not returning bank generation to host	INC0034493	CHG0034391			JFohl	
49	PP-12878		Test-BL (PP-1408)	Done	8/30/2021	Bug	Critical	Gave credit to satellite but did not reduce generation bank on Host					AGhosh.ctr	
51	PP-13752		Hypercare - RA (PP-12911)	Done	9/21/2021	Bug	Critical	OB867MU missing Actual/Estimate Indicator	INC0028623	CHG0033293			JFohl	
60	PP-17913		OPS - C4C (PP-16511)	Done	11/2/2022	CR	Critical	Work Estimate: Update Ticket categories/Incidents in C4C prod	SCTASR0047927, RITM0037629, REQ0040354	CHG0036800			AMartinez	
61	PP-15269		Hypercare - DM (PP-12901)	Done	12/28/2021	Bug	Critical	Actual vs Estimates Simulation is not estimating Contract Accounts	INC0035636	CHG0034123			JFohl	
64	PP-17898		OPS - C4C (PP-16511)	Done	11/3/2022	CR	Critical	Work Estimate: Request access for Meertbi to configure tickets in C4C prod	SCTASR0047838 RITM0037543 REQ0040251	CHG0036792			JFohl	
68	PP-12567		Batch Testing (PP-11290)	Done	8/6/2021	Bug	Critical	Estimates Not Billed					SMazurowski	
77	PP-14926		Hypercare - BL (PP-12912)	Done	11/22/2021	Bug	Critical	The system is not billing an actual read if the read that comes from the field is lower than the previous estimate	INC0033312	CHG0033896			LCerone	
81	PP-13786		Hypercare - BL (PP-12912)	Done	9/23/2021	Bug	Critical	PV Customers should not have estimates.	INC0028682	CHG0033382			TSu	
89	PP-13954		Hypercare - CS (PP-12913)	Done	9/27/2021	Bug	Critical	Reconnect order not generating	INC0029043				LAllen	
90	PP-14971		Hypercare - BL (PP-12912)	Done	11/30/2021	Bug	Critical	Host Summaries are not generating	INC0032537	CHG0034009			JFohl	
91	PP-14853		Hypercare - BL (PP-12912)	Done	11/17/2021	Bug	Critical	No Letters generated on 11/16/21	INC0032091				SEljamal	
95	PP-14100		Hypercare - BL (PP-12912)	Done	10/2/2021	Bug	Critical	Borderline letters are not being generated	INC0029428	CHG0033626			LCerone	
97	PP-15096		Hypercare - BL (PP-12912)	Done	12/10/2021	Bug	Critical	Collective Bills Not Generating Correctly	INC0033035	CHG0034345			JFohl	
98	PP-14783		Hypercare - DM (PP-12901)	Done	11/11/2021	Bug	Critical	Appointment BPEMs not generated in SAP	INC0031849	CHG0033790			JFohl	
99	PP-14480		Hypercare - BL (PP-12912)	Done	10/22/2021	Bug	Critical	Batch job to generate EDI 0M820 files needs to be ran after POR on cycle 05 & 15	INC0030589				LCerone	
100	PP-16857		OPS - Billing (PP-16502)	Done	6/15/2022	CR	Critical	MV90 Subscribers are not generating data on Host Summaries	INC0041950	CHG0036675			JFohl	
101	PP-15552		Hypercare - BL (PP-12912)	Done	1/19/2022	Bug	Critical	Actual and estimated reads on bill do not match from month to month	INC0034772	CHG0034480			JFohl	
104	PP-13847		Hypercare - FICA (PP-12914)	Done	9/23/2021	Bug	Critical	820 is not getting generated - Impacts POR	INC0028790				LCerone;	
105	PP-13579		Hypercare - FICA (PP-12914)	Done	9/15/2021	Bug	Critical	Positive pay file is not being generated	INC0028166	CHG0033229			AMartinez	
109	PP-18320		OPS - Billing (PP-16502)	Done	1/13/2023	Bug	Critical	No Letter File generated for 1/19 and 1/20	INC0051530				nsharma	
113	PP-13383		Hypercare - RA (PP-12911)	Done	9/9/2021	Bug	Critical	Account is invoiced but EDI 810 transaction is not generated	INC0027578	CHG0033544			LCerone	
114	PP-15244		Hypercare - CS (PP-12913)	Done	12/27/2021	Bug	Critical	CUSTOMER ID is not generating after BP creation	INC0033571				LAllen	
115	PP-14624		Hypercare - BL (PP-12912)	Done	10/31/2021	Bug	Critical	Unbilled simulation generated unreasonable revenue amounts	INC0031074	CHG0033653			LCerone	
128	PP-18089		OPS-DM/WM (PP-16504)	Done	12/5/2022	Bug	Critical	MR Estimations Jobs failed in Redwood. 1. DM_U_D_MRESTIMATE_01M 2. DM_U_D_MRESTIMATE_01I 3. DM_U_D_MRESTIMATE_05M 4. DM_U_D_MRESTIMATE_06M	INC0049397	CHG0037979			JFohl	
136	PP-16259		Hypercare - BL (PP-12912)	Done	3/28/2022	Bug	Critical	Bills generated for reversal move-in scenarios not picked up in SAC billed revenue report	CHG0034827				JFohl	
138	PP-14075		Hypercare - FICA (PP-12914)	Done	10/1/2021	Bug	Critical	NOTIFI files (bill ready, payment success, payment failed and payment reminder) are not being generated.	INC0029377				SGorman	
2	PP-15883		Hypercare - BL (PP-12912)	Done	2/16/2022	Bug	Major	solar pv - bank generation not billed correctly	INC0036276				JFohl	
3	PP-14051		Hypercare - Cross Channel (PP-14192)	Done	9/30/2021	Bug	Major	Solar customers showing high usage when generating	INC0029311 / INC0030783				JFohl	
4	PP-14606		Hypercare - BL (PP-12912)	Done	10/29/2021	Bug	Major	Payment is being double counted - creating negative bill		CHG0034404			JFohl	
5	PP-14066		Hypercare - BL (PP-12913)	Done	10/1/2021	Bug	Major	Payment Arrangements Double on OOB bills	INC0029351	CHG0033400			LCerone	
7	PP-14248		Hypercare - DM (PP-12901)	Done	10/11/2021	Bug	Major	Meter Reading - estimation report	INC0029916				Etaydika	
13	PP-12803		Test-BL (PP-1408)	Done	8/17/2021	Bug	Major	Meter not setup as AMI					NPinto	
16	PP-15112		Hypercare - DM (PP-12901)	Done	12/13/2021	Bug	Major	IVS3 AsFound - AsLeft validation still implausible after estimation	INC0033085	CHG0033999			LAllen	
17	PP-12834		Hypercare - BL (PP-12912)	Done	9/16/2021	Bug	Major	Generation message on Stub only showing On pk generation in Current net generation section and not showing correct remaining generation					Ukagadoro	
19	PP-16723		OPS-DM/WM (PP-16504)	Done	5/27/2022	Bug	Major	Actual meter reads uploaded from field are overwritten by Estimation job.	INC0041117				CRobertson	
23	PP-17991		OPS - Billing (PP-16502)	Need Info	11/16/2022	CR	Major	Generation is being yield out	INC0048709				anair.ctr	Entuber
24	PP-15779		Hypercare - CS (PP-12913)	Done	2/7/2022	Bug	Major	Generation Calculation is Inaccruate	INC0035789	CHG0036343			JFohl	
26	PP-16485		Hypercare - BL (PP-12912)	Done	4/25/2022	Bug	Major	When billing Net metered TOU 70149294 instead of reducing On Pk bank it is doubling it	INC0039056	CHG0035266			JFohl	
27	PP-16051		Hypercare - BL (PP-12912)	Done	3/3/2022	Bug	Major	NET METER GENERATION ISSUE	INC0037046				JFohl	
28	PP-19600		OPS-DM/WM (PP-16504)	Done	8/4/2023	CR	Major	AMI Meter Creation - Missing AMS Data when created via Tesco		CHG0039819			ACarfora	Entuber
29	PP-16328		Hypercare - DM (PP-12901)	Done	4/5/2022	Bug	Major	Meter Installation/Change Profile Details required Openway/AMI and MV90	INC0038689				CRobertson	
31	PP-14589		Hypercare - BL (PP-12912)	To Do	10/27/2021	CR	Major	Need to refund generation payout to grandfathered customer	INC0030931				SEljamal	Entuber
36	PP-15357		Hypercare - DM (PP-12901)	Done	1/5/2022	Bug	Major	AMI Meter Reading Orders Bulk Request messages for ITRON errors in PO	INC0034052	CHG0034393			LAllen	
37	PP-13351		Hypercare - DM (PP-12901)	Done	9/8/2021	Bug	Major	High estimate	INC0027640				LCerone	
38	PP-13861		Hypercare - RA (PP-12911)	Done	9/23/2021	Bug	Major	Outbound 867 usage for Net Metered with generation	INC0028828				LCerone	
40	PP-12794		D82 (PP-12636)	Done	8/17/2021	Bug	Major	AMI Meter read request files not triggered through EL16. It worked through EL35					HGupta.ctr	
44	PP-18068		OPS - Billing (PP-16502)	Done	12/1/2022	Bug	Major	Generation bank is not calculating correctly for RNM monetary account	INC0049244				asharma03.ctr	
45	PP-17126		OPS - Billing (PP-16502)	Done	7/29/2022	Bug	Major	Order generation for SERV-EWK description length is truncating	INC0042409 INC0047301	CHG0036311			CRobertson	
46	PP-18316		OPS - Billing (PP-16502)	Done	1/30/2023	Bug	Major	Net Generation Bank carrying over to new customer	INC0051505				JTimberlake	
47	PP-13450		Bill Compare (PP-6386)	Done	8/2/2021	Bug	Major	MR Estimate Accuracy Report					GGrava.ctr	
52	PP-15064		Hypercare - FICA (PP-12914)	Done	12/7/2021	Bug	Major	Actual vs Estimate Test of Reasonableness	INC0032864	CHG0033999			JFohl	
56	PP-17150		OPS - Billing (PP-16502)	Done	8/4/2022	CR	Major	Work Estimate: CBC charge for Net Metered Customers	SCTASR0042909 RITM0033770 REQ0035900	CHG0038961			gwasham.ctr	Entuber
59	PP-14472		Hypercare - BL (PP-12912)	Done	10/21/2021	Bug	Major	Auto Cancel Estimate not running for late reads	INC0030564	CHG0033590			SEllas.ctr	
62	PP-14704		Hypercare - RA (PP-12911)	Done	11/5/2021	Bug	Major	EDI O8867 missing actual/estimate in MEA segment	INC0031503	CHG0033737			LCerone	
63	PP-19541		OPS - Billing (PP-16502)	Need Info	7/25/2023	Bug	Major	Unable to track where generation is being applied during PV TOU payout month	INC0059924				ethodupunoori.ctr	TCS
66	PP-13948		Hypercare - BL (PP-12912)	Done	9/27/2021	Bug	Major	PV TOU generation message wrong , usage stated incorrectly, percentages off for on & off pk	INC0029033	CHG0033686			Ukagadoro	
67	PP-16155		Hypercare - DM (PP-12901)	Done	3/15/2022	Bug	Major	Gas Odor Order Generation in Fiori - Premise not being returned when searched, but is in C4C and S4	INC0037576	CHG0035510			JFohl	
69	PP-14531		Hypercare - Security Authorization (PP-13110)	Done	10/26/2021	Bug	Major	CDS Query for Actual vs Estimate Analysis is unavailable to users in S5A/P54	INC0030760	CHG0033822			Sieverings	
72	PP-17717		OPS - C4C (PP-16511)	Done	10/7/2022	CR	Major	Work Estimate: Enable C4C odata service so SAC can connect to C4C	REQ0037131 RITM0034831 SCTASR0044278	CHG0037708 - CAB rejected. CHG0037981 - CAB Approved & in Production			JDoane	
74	PP-15448		Hypercare - DM (PP-12901)	Done	1/12/2022	Bug	Major	Gas Meter Estimated					JMaltbia	
75	PP-14569		Hypercare - BL (PP-12912)	Done	10/27/2021	Bug	Major	9804 exception generate incorrectly	INC0030870	CHG0034009			JFohl	
79	PP-18466		OPS - Billing (PP-16502)	Done	2/15/2023	CR	Major	Restrict RNM accounts from consecutive estimates	REQ0044851 RITM0041233	CHG0038567			JFohl	Entuber
82	PP-16100		Hypercare - DM (PP-12901)	Done	3/9/2022	Bug	Major	Customer is received very low estimates	INC0037305				JRocco	
83	PP-15808		Hypercare - BL (PP-12912)	Done	2/9/2022	Bug	Major	Invoiced not generated	INC0035905	CHG0034553			JFohl	
87	PP-16678		Hypercare - DM (PP-12901)	Done	5/20/2022	CR	Major	Timetest letters- a portion are not generating	INC0040817	CHG0034785			JFohl	
88	PP-17659		OPS - Billing (PP-16502)	To Do	9/29/2022	CR	Major	monthly sundry bills are not generating.	INC0046604				sartinano.ctr	Entuber
92	PP-19657		OPS - Billing (PP-16502)	Done	8/15/2023	Bug	Major	PR01 BPEM is not generating	INC0060774	CHG0039474			AMartinez	Entuber
93	PP-16804		Hypercare - Dunning (PP-16532)	To Do	6/8/2022	Bug	Major	ESD household U for unknown need work list to generate for Yes and Unknown similarly	INC0041626				pkishore.ctr	
94	PP-18799		OPS - Customer Service (PP-16503)	In Progress	3/28/2023	CR	Major	814D EDI not getting generated on moves	INC0054668				anair.ctr	Entuber
96	PP-12925		Hypercare - CS (PP-12913)	Done	8/25/2021	Bug	Major	C4C-100 Service Order not generated					NSingh.ctr	
102	PP-16816		OPS - Cross Channel (PP-16509)	Done	6/9/2022	Bug	Major	Usage history website continues to indicate estimated readings for MV90 accounts	INC0040365	CHG0036612			LAllen	
106	PP-13585		Hypercare - DM (PP-12901)	Done	9/14/2021	Bug	Major	No Access Letter C generated incorrectly	INC0028074	CHG0033636			JFohl	
107	PP-13439		Hypercare - DM (PP-12901)	Done	9/10/2021	Bug	Major	Special Reads for Meter Reading not generated	INC0027850	CHG0031889			AMartinez	
108	PP-15599		Hypercare - DM (PP-12901)	Done	1/24/2022	Bug	Major	Borderline letter generating for invalid accounts	INC0034994	CHG0035228			JFohl	
110	PP-14511		Hypercare - DM (PP-12901)	Done	10/25/2021	Bug	Major	TOU estimating on/off Mr rec, does not add to total MR rec.	INC0030697				JFohl	
112	PP-13660		Hypercare - RA (PP-12911)	Done	9/17/2021	Bug	Major	Invalid outbound Change Requests being generated	INC0028375	CHG0033400			LCerone	
116	PP-13577		Hypercare - DM (PP-12901)	Done	9/14/2021	Bug	Major	ZTTL Gas Timetest Letters are generating properly but they are generating multiple copies of the same letter to KUBRA. from 2 letters to up to 12	INC0028157	CHG0033244			WBrandt	
117	PP-18959		OPS - Retail Choice (PP-16506)	In Progress	4/25/2023	CR	Major	Street light Dual ESCO customer not generating 867's	INC0055878				tgoyal.ctr	
120	PP-17595		OPS-DM/WM (PP-16504)	Done	9/20/2022	Bug	Major	MR32 BPEM being generated when installation is disconnected.	INC0046195	CHG0037038			CRobertson	
121	PP-16993		OPS-DM/WM (PP-16504)	Done	7/8/2022	Bug	Major	Tree Trimming letters are not being generated and sent to Kubra	INC0043082	CHG0036062			TWakodikar.ctr	
122	PP-17169		OPS - Customer Service (PP-16503)	Testing In-Progress	8/8/2022	CR	Major	Move-out service order/ disconnect doc not generating on move out	INC0044337				anair.ctr	Entuber
124	PP-13633		Hypercare - CS (PP-12913)	Done	9/16/2021	Bug	Major	Landlord auto readover letter: 2100435818 should not have generated	INC0028160				AKowalski	
125	PP-16869		OPS - Retail Choice (PP-16506)	Done	6/16/2022	Bug	Major	Balance and Settlement Report is being generated for full service account	INC0042025	CHG0035831			JFohl	
126	PP-19631		Hypercare - Dunning (PP-16532)	Done	8/9/2023	Bug	Major	Currently a file created with other items not done manually (alone) will generate A1, B1, C1- sunrise credit file containing just manual items shows no B	INC0060575	CHG0039301			AMartinez	
129	PP-13642		Hypercare - RA (PP-12911)	Done	9/16/2021	Bug	Major	810 not generated for URB Legacy Cancel/Rebill Accounts done by batch	INC0028329	CHG0033534			LCerone	
132	PP-19891		OPS - FICA (PP-16505)	Ready for Testing	9/12/2023	Bug	Major	Budget differential routed to credit clarification report, allowing refund to be generated	INC0061921				SEljamal	TCS
133	PP-13636		Hypercare - CS (PP-12913)	Done	9/16/2021	Bug	Major	MOVE ORDERS ARE NOT GENERATING FOR BOTH SVCS ON ACCTS & MOVE REQ CANNOT BE CANCELLED	INC0028318				RCosano	
134	PP-18242		OPS - Retail Choice (PP-16506)	Done	1/6/2023	Bug	Major	ESCO rate reports generated on 1/1/2023 batch has Nov 2022 data	INC0050685				ATan	
135	PP-17315		OPS - Customer Service (PP-16503)	In Development	8/23/2022	CR	Major	Processing Esco drops in C4C not generating esco name and wrong installation for Esco Dual and RNM	INC0044934				jshan.ctr	Entuber
137	PP-16417		Hypercare - FICA (PP-12914)	Done	4/18/2022	Bug	Major	Inaccurate SAP Transformer Upgrade Billing Orders being generated through SOA/IOAP	INC0039273				DBarton	
141	PP-20080		OPS - Billing (PP-16502)	Testing In-Progress	10/6/2023	Bug	Major	The bill is generating as 2 payments but then one payment is getting reversed and is making the bill out of balance.	INC0063018	6000006904 6000006912 6000006917 6000006920 6000006922 6000006931 6000006941			SEljamal	Entuber
142	PP-13617		Hypercare - DM (PP-12901)	Done	9/15/2021	Bug	Major	Order 1000006153 failed to update to SAP from MWM and caused multiple Gas Warning Tags to be generated.	INC0028270				CKarsten	
143	PP-16704		OPS - Billing (PP-16502)	Done	5/25/2022	Bug	Major	SAP is suppressing invoicing if bill amount is 0 dollar in contract change scenario. Invoice needs to be generated.	INC0040985	CHG0035726			JFohl	
144	PP-19029		OPS - Customer Service (PP-16503)	Need Info	5/3/2023	Bug	Major	PREMISE HAS AUTO R/O LI, BUT SERVICE ORDER GENERATED - ELEC SHARED CONDITION HARD STOP ON GAS MOVE OUT	INC0056290				SMazurowski	
1	PP-17844		OPS-DM/WM (PP-16504)	Done	10/28/2022	Bug	Minor	SOLAR ACCOUNT GENERATION BANK	INC0047893				klennon	
6	PP-17328		OPS-DM/WM (PP-16504)	Done	8/23/2022	Bug	Minor	INSTALLATION ESTIMATION REPORT NEEDED	INC0044994	CHG0036251			NTancredi	
10	PP-16813		OPS-DM/WM (PP-16504)	Done	6/9/2022	Bug	Minor	AMI TILE	INC0041670	CHG0035812			LAllen	
11	PP-16730		OPS-DM/WM (PP-16504)	Done	5/31/2022	Bug	Minor	AMI TILE	INC0041179	CHG0035571			LAllen	
12	PP-19726		OPS - Billing (PP-16502)	In Progress	8/17/2023	Bug	Minor	Switch transaction of estimation from EL32 to EL18	INC0060878				anair.ctr	Entuber
14	PP-16376		Hypercare - DM (PP-12901)	Done	4/12/2022	Bug	Minor	SAP AMI demand report	INC0038875	CHG0035491			YSrinivasan.ctr	
15	PP-17055		OPS-DM/WM (PP-16504)	Done	7/18/2022	Bug	Minor	AMI TILE - ENABLE IN SAC	INC0043484	CHG0035886			JFohl	
18	PP-19237		OPS - SAC (PP-17908)	Testing Complete	6/5/2023	Bug	Minor	AMI - new register issue for report	INC0057803				TSu	
25	PP-15749		Hypercare - DM (PP-12901)	Done	2/3/2022	Bug	Minor	Receiving ITRON AMI Meter SmartMeterMeterReadingDocumentERPBulkCreateRequest Out errors in PO	INC0035632	CHG0037020			JFohl	
30	PP-19068		OPS - Billing (PP-16502)	Accepted	5/9/2023	CR	Minor	BANK GENERATION ON MOVE OUT IS NOT BEING PAID	INC0056576				SKumar.ctr	Entuber
32	PP-20079		OPS-DM/WM (PP-16504)	To Do	10/6/2023	CR	Minor	Need ability to report generation on borderline reads	INC0063015				CRobertson	
33	PP-18856		OPS - BPEM (PP-16507)	Done	4/5/2023	Bug	Minor	Implement Corrective Action on Regular OOB - Return Check Doubled And Budget Billing Summary Rework	INC0055028	CHG0038438			AMartinez	Entuber
42	PP-18248		OPS - Billing (PP-16502)	To Do	1/9/2023	CR	Minor	Generation message not appearing on Bill Print for accounts that are coded as EMONHOST	INC0050717				ajain.ctr	Entuber
48	PP-16896		OPS-DM/WM (PP-16504)	Done	6/22/2022	Bug	Minor	AMI Tile - need to add column that counts the number of days with sum of 0 over past 30days	INC0042292	CHG0035831			JFohl	
50	PP-17916		OPS - C4C (PP-16511)	Done	11/2/2022	CR	Minor	Work Estimate: Changes to Ticket process in C4C	SCTASR0047954, RITM0037658, REQ0040398	CHG0037854			JFohl	
53	PP-18061		OPS - SAC (PP-17908)	Done	11/29/2022	Bug	Minor	Work Estimate: IVA Dashboard adjustment	SCTASR0048842 RITM0038349 REQ0041310	CHG0037326			AMartinez	
54	PP-19716		OPS-DM/WM (PP-16504)	Accepted	8/16/2023	Bug	Minor	EL32 doesn't estimate contract changes.	INC0060865				anair.ctr	Entuber
55	PP-19468		OPS - Billing (PP-16502)	Need Info	7/13/2023	Bug	Minor	PV tou net exhibitory displaying as if generation is counted as consumption 70877370	INC0059496 INC0059439 INC0060679				asharma03.ctr	TCS
57	PP-18879		OPS-DM/WM (PP-16504)	Done	4/11/2023	CR	Minor	Add BP information to meter reading estimate report	SCTASR0054572 RITM0042792	CHG0039819			ACarfora	

58	PP-16800	OPS - Billing (PP-16502)	Done	6/8/2022	CR	Minor	Need report created with quantity and $ for net generation posted to GL 72920 (purchased electric)	INC0041624	CHG0036785			JFohl	
65	PP-18600	OPS - Billing (PP-16502)	To Do	3/3/2023	CR	Minor	Bill Graph Color Based on kWh Register for Actual vs Estimate	INC0053490				JTimberlake	Entuber
70	PP-17805	OPS - C4C (PP-16511)	Done	10/21/2022	Bug	Minor	Work Estimate: C4C installment plans filtering payment specification status	SCTASK0047338 REQ0039771	CHG0036785			JFohl	
71	PP-17780	OPS - C4C (PP-16511)	Done	10/18/2022	CR	Minor	Work Estimate: Include resolved on date field within C4C tickets in advanced filter	SCTASK0045342	CHG0036675			JFohl	
73	PP-17841	OPS - C4C (PP-16511)	Done	10/27/2022	CR	Minor	Work Estimate: Default and disable ID number when ID type of a customer in C4C is Refused	SCTASK0047686, RITM0037423, REQ0040093	CHG0036785 - Used for Functional configuration deployment. Already deployed; CHG0037442 -> Tracked for Technical deployment			AMartinez	
76	PP-17076	OPS - Security Authorization (PP-16501)	Done	7/21/2022	Bug	Minor	Ability to generate reports for SEC27	INC0043616				AMartinez	
78	PP-17254	OPS-DM/WM (PP-16504)	Done	8/16/2022	Bug	Minor	Chargeable estimates incorrectly calculated.	INC0044111	CHG0036238			JFohl	
80	PP-20198	OPS - SAC (PP-17908)	Accepted	10/30/2023	CR	Minor	Work Estimate: ([Cost and Rate] [SAC] [MPC, MPA & MISC Measure Additions to Fuel Cost Adjustment Report - Electric R692 Revamped])	SCTASK0065142 RITM0050400 REQ0055631				TNgo	
84	PP-13240	Hypercare - BPEM (PP-13048)	Done	9/3/2021	Bug	Minor	No BPEM was displayed after CSR created ticket and selected to generate exception	INC0027259				TReminger.ctr	
85	PP-17854	OPS-DM/WM (PP-16504)	Done	10/31/2022	Bug	Minor	Data is not being displayed correct for chargeable estimates	INC0046574	CHG0037004			JFohl	
86	PP-18054	OPS - SAC (PP-17908)	Done	11/28/2022	Bug	Minor	Work Estimate: Enhancing SAC/54 Reporting to get budget billing info needed for Low Income Bill Discount Program (LIBDP) Report	SCTASK0045454	CHG0038783			AMartinez	
103	PP-14035	Hypercare - CS (PP-12913)	Done	9/30/2021	Bug	Minor	Residential BP not generating BP number	INC0029275	CHG0033373			LAllen	
111	PP-15343	Hypercare - BL (PP-12912)	Done	1/5/2022	CR	Minor	When file from WSI is not received, email is not generated	INC0033974				JTimberlake	
118	PP-13261	Hypercare - DM (PP-12901)	Done	9/3/2021	Bug	Minor	NON-RESIDENTIAL BP IS NOT GENERATING BP# AFTER CREATION	INC0027318				RCosano	
119	PP-14521	Hypercare - FICA (PP-12914)	Done	10/25/2021	Bug	Minor	Security Deposit Letter generated in error on URD Deposits	INC0030738	CHG0033870			JFohl	
123	PP-14241	Hypercare - DM (PP-12901)	Done	10/11/2021	Bug	Minor	Appointment for Town of Jewett is generating an error and an appointment cannot be made	INC0029907				PKarvannan.ctr	
127	PP-14418	Hypercare - Security Authorization (PP-13110)	Done	10/19/2021	Bug	Minor	Need to add new bus UNCL AD group to a specific Report Estimated meter reading dashboard	INC0030414	CHG0033567			JFohl	
131	PP-18919	OPS - Customer Service (PP-16503)	Need Info	4/17/2023	Bug	Minor	The system generated 2 install and connect orders from one move in.	INC0055509				SMazurowski	
139	PP-19191	OPS - FICA (PP-16505)	Done	5/30/2023	Bug	Minor	Collective Net Meter (RNM) credits not netting with collective invoice charges for period in which they generated	INC0057524				klennon	
140	PP-18134	OPS - FICA (PP-16505)	Done	12/12/2022	Bug	Minor	Posting doc generated by batch with Tax Code of 00, should be O0 for recon key TC-12110932	INC0049814				FDekker	
145	PP-18037	OPS - Retail Choice (PP-16506)	Done	11/18/2022	Bug	Minor	CH,CIS,CUSTINFO.DAILY report generated from T code /CHGE/RA GTS I CSTID have incorrect SC+RC rate code for CAs with SC12 & SC13 SERVICE	INC0048876	CHG0037789			JFohl	
20	PP-14460	Hypercare - FICA (PP-12914)	Done	10/21/2021	Bug	Trivial	21004047532 got double billed for the $166.28 invoice FPL9 below PIs excuse duplicate attachments I could not see that they were being added at first.	INC0030522				Llovino	
130	PP-13255	Hypercare - DM (PP-12901)	Done	9/3/2021	Bug	Trivial	Orders appear to be slow to go into MWM after being generated in SAP	INC0027329				CKarsten	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
1	PP-17017		OPS - Billing (PP-16502)	Done	7/12/2022	CR	Critical	Various improvements needed for CDG host summary report	INC0041747	CHG0036675			JFohl	
10	PP-17954		OPS - Billing (PP-16502)	Done	11/9/2022	Bug	Critical	Host Summary report is not populating the 3 required columns for net crediting: Admin Fees, Sponsor Payment and Savings Rate.	INC0048404	CHG0038092			JFohl	
2	PP-18497		OPS - Billing (PP-16502)	Testing In-Progress	2/15/2023	CR	Major	Feature - Host Account statement: Wrong Allocation Percentage displayed on CDG host summary report when account isn't billed	INC0052671				sragavan.ctr	Entuber
4	PP-16245		Hypercare - BL (PP-12912)	Done	3/24/2022	Bug	Major	Host summary report showing invalid subscribers on report	INC0038206	CHG0035084			JFohl	
5	PP-18132		OPS - Billing (PP-16502)	Done	12/9/2022	Bug	Major	Host Summary Report not displaying billing period for subscriber account	INC0049702	CHG0037833			JFohl	
6	PP-15337		Hypercare - BL (PP-12912)	To Do	1/4/2022	Bug	Major	Value Stack Report host + subscribers percentages not equal to 1	INC0033950	INC0049956			ajain.ctr	
7	PP-17050		OPS - Billing (PP-16502)	Done	7/15/2022	Bug	Major	Host Summary Report not displaying total credit from billing doc	INC0043402	CHG0035886			JFohl	
8	PP-20126		OPS - Billing (PP-16502)	Accepted	10/13/2023	Bug	Major	Billed kwh reported as zero on host statements	INC0063289				ajain.ctr	Entuber
3	PP-19981		OPS - Billing (PP-16502)	Ready for Testing	9/27/2023	Bug	Minor	Inconsistent meter reading being reported for billing CDG hosts	INC0062574				CMullin	
9	PP-18260		OPS - SAC (PP-17908)	Done	1/10/2023	Bug	Minor	Report (R403) needed to provide an accurate count of existing CDG long bills.	INC0050542	CHG0037353			MDooley	
11	PP-14728		Hypercare - FICA (PP-12914)	Done	11/9/2021	Bug	Minor	When trying to run the Sales and Revenue report in SAC we are experiencing server issues. Getting waring Destination Host is unreachable.	INC0031658				JCito	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
2	PP-19059		OPS - Billing (PP-16502)	Done	5/8/2023	Bug	Critical	Bill printing wrong information	INC0057156 INC0056687 INC0057434 INC0056493				ajain.ctr	Entuber
9	PP-16017		Hypercare - BL (PP-12912)	Done	3/1/2022	Bug	Critical	Bill Print is not displaying Property	INC0036843	CHG0036534			JFohl	
17	PP-15990		Hypercare - BL (PP-12912)	Done	2/25/2022	Bug	Critical	Bill Print not displaying updated Demand indexes	INC0036709	CHG0034761			LCerone	
22	PP-15145		Hypercare - BL (PP-12912)	Done	12/15/2021	Bug	Critical	Bill print is showing wrong proration for time period billed	INC0033216				LCerone	
26	PP-16278		OPS - Billing (PP-16502)	Done	1/12/2023	Bug	Critical	Payments and Adjustment section is not displaying all cancelled bill amounts on bill print	INC0050965	CHG0038714			JFohl	Entuber
30	PP-15759		Hypercare - Batch (PP-12938)	Done	2/4/2022	Bug	Critical	Bill B print file failed when processing at Kubra	INC0035679				MMckeehan	
37	PP-15106		Hypercare - FICA (PP-12914)	Done	12/13/2021	Bug	Critical	Bill Print showing $0.00 due on URR due to Clearing issue	INC0033057	CHG0034058			JByrne	
40	PP-16809		OPS - FICA (PP-16505)	Done	6/24/2022	CR	Critical	Change Document Type PT description and Bill Print language for ERAP payment file	INC0043114	CHG0035839			JFohl	
52	PP-19946		OPS - Billing (PP-16502)	Accepted	9/20/2023	Bug	Critical	Manual Bill with no meter. No Bill Summary above the green line for Total Amount Due Now. CA # 21003644925, Print Doc #60100105279.	INC0062278				gwasham.ctr	Entuber
54	PP-14949		Hypercare - BL (PP-12912)	Done	11/29/2021	Bug	Critical	Not able to complete billing for gas peaking due to print issue with sales tax	INC0032441	CHG0033877			JSwart	
56	PP-15636		Hypercare - BL (PP-12912)	Done	1/28/2022	Bug	Critical	Please run a script to institute print outsorts (code 55) on all collective billing account (contract account 2400* series).	INC0035274				LCerone	
59	PP-17259		OPS - Billing (PP-16502)	Done	8/16/2022	Bug	Critical	Budget Bills not printing correctly	INC0044675	CHG0036275			MMckeehan	
60	PP-17379		OPS - Billing (PP-16502)	Done	8/31/2022	CR	Critical	Budget Bills not printing correctly in Summary Section	INC0045341	CHG0036714			JFohl	
61	PP-15703		Hypercare - BL (PP-12912)	Done	2/1/2022	Bug	Critical	Bill Print is not including Misc Credit in the bill summary for budget accounts	INC0035474	CHG0034469			JFohl	
62	PP-17400		OPS - Billing (PP-16502)	Done	9/2/2022	CR	Critical	Budget Bill Print full-service accounts with an installment plan is not displaying correctly.	INC0045455	CHG0037201			JFohl	
3	PP-16213		Hypercare - BL (PP-12912)	To Do	3/21/2022	CR	Major	Credits to Sundry bills for Joint Work Printing at -19.00	INC0037960				ewan.ctr	Entuber
4	PP-12613		Hypercare - BL (PP-12912)	Done	8/7/2021	Bug	Major	Bill Print -OOB					JSwart	
10	PP-19711		OPS - Billing (PP-16502)	Done	8/16/2023	Bug	Major	Bill print graph is not accurate.	INC0060848				gwasham.ctr	Entuber
11	PP-17278		Hypercare - Dunning (PP-16532)	Done	8/18/2022	Bug	Major	Final Bill Letter F120 Bill Print is incorrect		CHG0036204			JFohl	
12	PP-13421		Hypercare - BL (PP-12912)	Done	9/10/2021	Bug	Major	Collective bill print has issues	INC0027806	CHG0033195			LCerone	
13	PP-16171		Hypercare - BL (PP-12912)	Done	3/16/2022	Bug	Major	Storm Credit Not Showing on Bill Print	INC0037679				LCerone	
16	PP-14467		Hypercare - BL (PP-12912)	Done	10/21/2021	Bug	Major	Multiple Bill Cancels not being picked up in Bill Print	INC0030543	CHG0033567			LCerone	
18	PP-15991		Hypercare - BL (PP-12912)	Done	1/23/2022	Bug	Major	same meter # being transversed on bill print	INC0034945	CHG0034480			JFohl	
19	PP-17243		Hypercare - Dunning (PP-16532)	Done	8/12/2022	Bug	Major	Installment Plan on Bill Print displaying incorrectly	INC0044584	CHG0036425			JFohl	
21	PP-19409		OPS - Billing (PP-16502)	Done	7/3/2023	Bug	Major	Bill Print is showing incorrect usage in graph	INC0058624				gwasham.ctr	Entuber
24	PP-14270		Hypercare - BL (PP-12912)	Done	10/12/2021	Bug	Major	Bill print including down payment as separate charges	INC0030005	CHG0033584			JFohl	
28	PP-16673		OPS - Billing (PP-16502)	Done	5/20/2022	Bug	Major	Bill print not calculating sales tax correctly on Retail bill for delivery and Supply section	INC0040803	CHG0036425			JFohl	
31	PP-14910		Hypercare - BL (PP-12912)	Done	11/22/2021	Bug	Major	Bill print picks up YTD total for installment plans	INC0032287	CHG0034127			JFohl	
32	PP-16383		Hypercare - BL (PP-12912)	Done	4/13/2022	Bug	Major	Meter Multiplier is not being displayed on Gas account for bill print	INC0039065	CHG0035444			JFohl	
33	PP-17964		OPS - Billing (PP-16502)	Done	11/11/2022	Bug	Major	Prior Balance on Bill Print incorrect after ESCD Drop	INC0048529	CHG0037690			JFohl	
35	PP-18280		OPS - Billing (PP-16502)	Done	1/12/2023	Bug	Major	OOB bill print on Collective Parent Account, linked to PP-17663	INC0050952				TTran	Entuber
38	PP-20127		OPS - Billing (PP-16502)	Accepted	10/13/2023	Bug	Major	Values stack bill print showing consumption as current gen 21002247357	INC0063287				gwasham.ctr	Entuber
39	PP-15796		Hypercare - BL (PP-12912)	Done	2/8/2022	Bug	Major	Issues causing bills to print Out of Balance	INC0035863	CHG0034480			JFohl	
42	PP-14519		Hypercare - BL (PP-12912)	Done	10/25/2021	Bug	Major	Bill Print is displaying non-posting relevant net meter line items	INC0030732	CHG0033599			JFohl	
43	PP-16960		OPS - Billing (PP-16502)	Done	6/30/2022	Bug	Major	Deactivated Installment Plans (IPs) being displayed on Bill Print as active IPs	INC0042802	CHG0036095			JFohl	
46	PP-17135		OPS - Billing (PP-16502)	Done	8/3/2022	Bug	Major	Bill Print - ESCD compare message is using delivery rate instead of supply rate.	INC0044236	CHG0036183			JFohl	
48	PP-19738		OPS - Billing (PP-16502)	Done	8/21/2023	Bug	Major	Late fee charges causing OOB during phase1B testing including bill print	INC0061026				gwasham.ctr	Entuber
49	PP-16473		Hypercare - BL (PP-12912)	Done	4/23/2022	Bug	Major	Bills have a print date, but there was never an XML sent to Kubra	INC0039584				NPinto	
50	PP-16374		Hypercare - BL (PP-12912)	Done	4/12/2022	Bug	Major	Unmetered bill print - in the service section it needs to be populated as UM to format correctly on Kubra's side.	INC0039013	CHG0035571			lijarotu.ctr	
51	PP-19418		OPS - Billing (PP-16502)	Done	7/5/2023	Bug	Major	Deposit return does not show on bill print if deposit return clears open items on the CA	INC0059065 INC0061498	CHG0039474			gwasham.ctr	Entuber
53	PP-14409		Hypercare - BL (PP-12912)	Done	10/19/2021	Bug	Major	Non MV90 Account has special handling code of 21 and should not and bill print is missing indexes	INC0030393	CHG0033662			LCerone	
55	PP-14576		Hypercare - BL (PP-12912)	Done	10/27/2021	Bug	Major	when creating a sundry bill with document type 56, we cannot print the document using code 55, and we cannot confirm that billing was sent to the payee	INC0030892	CHG0034028			JFohl	
57	PP-14577		Hypercare - BL (PP-12912)	Done	10/27/2021	Bug	Major	when creating a sundry bill with document type 51, there are 2 problems: an incorrect notice prints and the description space is too limited.	INC0030894				AMeekins	
58	PP-16373		Hypercare - BL (PP-12912)	Done	4/12/2022	Bug	Major	Budget Annual Adjustment Bill Print Error	INC0039001				MParasher.ctr	
63	PP-12339		Hypercare - Batch (PP-12938)	Done	8/4/2021	Bug	Major	Annual Adjustment on Budget not printing correctly		CHG0033400			LCerone	
64	PP-16989		OPS - Billing (PP-16502)	Done	7/7/2022	Bug	Major	Bill Print is showing that budget installment for period is related to wrong month which causes customer confusion	INC0043060	6000004957, 6000005032, CHG0036018			JFohl	
65	PP-17399		OPS - Billing (PP-16502)	Done	9/2/2022	Bug	Major	Electric and Gas budget billing factor is not calculating on the annual adjustment	INC0045462	CHG0036368			JFohl	
1	PP-18021		OPS - Billing (PP-16502)	To Do	11/17/2022	CR	Minor	Summary Bill Printing in Order	SCTASK0038062 RITM0030468 REQ0031991				SKumar.ctr	Entuber
5	PP-18148		OPS - Billing (PP-16502)	Done	12/15/2022	Bug	Minor	Bill print issue	INC0049981				gwasham.ctr	Entuber
6	PP-19528		OPS - Billing (PP-16502)	To Do	7/24/2023	Bug	Minor	Bill Print Defect	INC0059796				SEljamai	Entuber
7	PP-20216		OPS - Billing (PP-16502)	Accepted	11/2/2023	Bug	Minor	bill print for summary billing issue - see page 21 attached bill - print overlap	INC0064048				gwasham.ctr	Entuber
8	PP-19307		OPS - Billing (PP-16502)	In Development	6/15/2023	Bug	Minor	Bill Scenario Catalog - Bill Print	INC0053278				ewan.ctr	Entuber
14	PP-20220		OPS - Billing (PP-16502)	Accepted	11/2/2023	Bug	Minor	installment plan deactivation bill print	INC0064087				gwasham.ctr	Entuber
15	PP-17091		OPS - Billing (PP-16502)	To Do	7/25/2022	CR	Minor	Erroneous High Bills causing Bill Print Console State	INC0037841				JTimberlake	Entuber
20	PP-19737		OPS - Billing (PP-16502)	Done	8/21/2023	Bug	Minor	Bill Print displaying closed POO ID	INC0061024				gwasham.ctr	Entuber
23	PP-18248		OPS - Billing (PP-16502)	To Do	1/9/2023	CR	Minor	Generation message not appearing on Bill Print for accounts that are coded as EMONHOST	INC0050717				ajain.ctr	Entuber
25	PP-20068		OPS - Billing (PP-16502)	Accepted	10/6/2023	Bug	Minor	2100 3128 76 2 bill print issue	INC0062907				gwasham.ctr	Entuber
27	PP-18364		OPS - Billing (PP-16502)	Done	1/30/2023	CR	Minor	Graph on pg. 2 of bill print is not displaying properly for a PV customer	INC0051861				gwasham.ctr	Entuber
29	PP-15972		Hypercare - BL (PP-12912)	Done	2/24/2022	Bug	Minor	Deposit Returned- bill print is missing the deposit being returned	INC0036625 INC0034648	CHG0036075			JFohl	
34	PP-18569		OPS - BPEM (PP-16507)	Done	2/27/2023	Bug	Minor	Implement Corrective Actions for Standard Bill Print - Phase 1	INC0053170	CHG0038204			JFohl	Entuber
36	PP-19732		OPS - Billing (PP-16502)	Done	8/23/2023	Bug	Minor	RNM bank value is not displaying on bill print (non collective)	INC0061113				gwasham.ctr	Entuber
41	PP-18235		OPS - Billing (PP-16502)	Done	1/6/2023	CR	Minor	Remove accounts from being coded with an inspection code of 51 in the bill print file	INC0050654				MDooley	Entuber
44	PP-19055		OPS - Billing (PP-16502)	Done	9/7/2023	Bug	Minor	Bill Print - TOU bills for electric Service Charges under the graph showing only the On Peak amount	INC0061728				gwasham.ctr	Entuber
45	PP-13275		Hypercare - BL (PP-12912)	Done	9/7/2021	Bug	Minor	Sales Tax Printed incorectly on Bill	INC0027347	CHG0033368			LCerone	
47	PP-18453		OPS - Billing (PP-16502)	Done	2/10/2023	Bug	Minor	OOB- Bill print issue regarding overpayment clearing future installment plan item	INC0052403				TTran	Entuber

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
4	PP-14732		Hypercare - DM (PP-12901)	Done	11/9/2021	Bug	Critical	Net Meter Request Failing for CH-14034	INC0031672				DBarton	
5	PP-13566		Hypercare - DM (PP-12901)	Done	9/14/2021	Bug	Critical	Net Meter Changes are not being reflected in SAP	INC0028122				AMartinez	
6	PP-13557		Hypercare - BL (PP-12912)	Done	9/14/2021	Bug	Critical	Demand Net Meter credit calculation incorrect	INC0028082	CHG0033251			AGhosh.ctr	
12	PP-17083		OPS - Billing (PP-16502)	Done	7/21/2022	CR	Critical	Banked generation not properly allocating on remote net meter host	INC0043639	CHG0036670			JFohl	
13	PP-16375		Hypercare - BL (PP-12912)	Done	4/12/2022	CR	Critical	Program to Identify Net-Metering Issues	INC0039018	CHG0036988			JFohl	
15	PP-12886		Hypercare - BL (PP-12912)	Done	8/21/2021	Bug	Critical	FPL9 net meter gen cr does not match billing doc		CHG0034744			JFohl	
23	PP-17464		OPS-DM/WM (PP-16504)	Done	9/13/2022	Bug	Critical	The fix for INC0042409 not only did not work but broke our Net Meter Set Orders	INC0045858	CHG0036368			JFohl	
31	PP-18002		OPS - Billing (PP-16502)	Done	11/17/2022	CR	Critical	Budget installment changes on net-metered accounts need to create a BPEM to be reviewed.	INC0048776				rtoh.ctr	Entuber
35	PP-14703		Hypercare - BL (PP-12912)	Done	11/5/2021	Bug	Critical	Allocations being run through the FIORI tile Remote Net Meter/CDG Enroll Disenroll Prog are coming out not showing errors	INC0031501	CHG0033698 CHG0033723 CHG0033747			LCerone	
1	PP-16051		Hypercare - BL (PP-12912)	Done	3/3/2022	Bug	Major	NET METER GENERATION ISSUE	INC0037046				JFohl	
2	PP-19496		OPS - Retail Choice (PP-16506)	Fixed	7/18/2023	CR	Major	Net meter on historic usage website	INC0059627				CRobertson	
3	PP-13074		Hypercare - BL (PP-12912)	Done	8/31/2021	Bug	Major	Net meter Budget going Implausible					NPinto	
8	PP-15626		Hypercare - BL (PP-12912)	Done	1/27/2022	Bug	Major	Net meter Budget billing issue with coding	INC0035159	CHG0034462 CHG0034462 CHG0034512			PKarvannan.ctr	
10	PP-16063		Hypercare - BL (PP-12912)	Done	3/7/2022	Bug	Major	Incorrect budget recalculation for net meter CA 21003928237	INC0037117	CHG0034837			JFohl	
11	PP-15651		Hypercare - DM (PP-12901)	Done	1/28/2022	Bug	Major	Net Metering Usage calculates incorrectly when meter is moved to consumption	INC0035265	CHG0034469 CHG0034469			LAllen	
14	PP-15144		Hypercare - DM (PP-12901)	Done	12/15/2021	Bug	Major	Net Metered Reads should not be implausible	INC0033212	CHG0034024			JFohl	
16	PP-18221		OPS - Customer Service (PP-16503)	To Do	1/5/2023	CR	Major	Auto read over for Net meter need to be sent to the field for actual read	INC0050575				SMazurowski	
17	PP-13861		Hypercare - RA (PP-12911)	Done	9/23/2021	Bug	Major	Outbound 867 usage for Net Metered with generation	INC0028828				LCerone	
18	PP-14519		Hypercare - BL (PP-12912)	Done	10/25/2021	Bug	Major	Bill Print is displaying non-posting relevant net meter line items	INC0030732	CHG0033599			JFohl	
19	PP-17150		OPS - Billing (PP-16502)	Done	8/4/2022	CR	Major	Work Estimate: CBC charge for Net Metered Customers	SCTASK0042909 RITM0033770 REQ0035900	CHG0038961			gwasham.ctr	Entuber
20	PP-13345		Hypercare - BL (PP-12912)	Done	9/8/2021	Bug	Major	Net metered customers with credit balances on bill doc	INC0027611				JSwart	
21	PP-12837		Hypercare - Data (PP-12939)	Done	8/18/2021	Bug	Major	net metered budget accounts missing lines in table					LCerone	
22	PP-18115		OPS-DM/WM (PP-16504)	Done	12/7/2022	Bug	Major	Net metered Time of Use EQNETGEN Banks are not correct	INC0049546				SSrivastava01.ctr	
24	PP-18843		OPS - Security Authorization (PP-16501)	In Progress	4/4/2023	Bug	Major	Custom T-Codes for Net Meter Budget Billing are not assigned to Billing Tech roles	INC0052398				ASekar	Entuber
25	PP-14814		Hypercare - CS (PP-12913)	Done	11/15/2021	CR	Major	Not receiving email notifications for net-metered account read overs	INC0031949	CHG0038136			JFohl	
27	PP-13303		Hypercare - RA (PP-12911)	Done	9/7/2021	Bug	Major	Usage in EDI 867 transactions are incorrect for Net Metered customers	INC0027518				JManfredi	
28	PP-13195		Hypercare - BL (PP-12912)	Done	9/2/2021	Bug	Major	Net Metered Demand Bill missing credit and now unbalanced	INC0027150				PShetty.ctr	
29	PP-17153		OPS - Customer Service (PP-16503)	Done	8/4/2022	Bug	Major	Net Meter move out device time slice does carry over RateType and Fact Gr	INC0044229	CHG0036343			JFohl	
32	PP-15204		Hypercare - RA (PP-12911)	Done	12/20/2021	Bug	Major	Net Metering Logic Changes CR#359: TOL & Balance and Settlement Report	INC0033440	CHG0035269			JFohl	
33	PP-13353		Hypercare - BL (PP-12912)	Done	9/8/2021	Bug	Major	Net metered URR bills with 0 usage have a consolidated bill fee credit	INC0027624				LCerone	
34	PP-16485		Hypercare - BL (PP-12912)	Done	4/25/2022	Bug	Major	When billing Net metered TOU 70149294 instead of reducing On Pk bank it is doubling it	INC0039656	CHG0035266			JFohl	
7	PP-13222		Hypercare - BL (PP-12912)	Done	9/3/2021	Bug	Minor	Net meter budget URR incorrectly billed	INC0027234				NPinto	
9	PP-18072		OPS - Billing (PP-16502)	In Development	12/1/2022	CR	Minor	Net Metering Report Improvements	INC0049332				ASekar	
26	PP-19191		OPS - FICA (PP-16505)	Done	5/30/2023	Bug	Minor	Collective Net Meter (RNM) credits not netting with collective invoice charges for period in which they generated	INC0057524				klennon	
30	PP-17996		OPS - Billing (PP-16502)	Accepted	11/16/2022	CR	Minor	Getting INFACT06 error when trying to bill to 7/18 Columbia drop on Net meter TOU EL06 accounts	INC0048732				anair ctr	Entuber

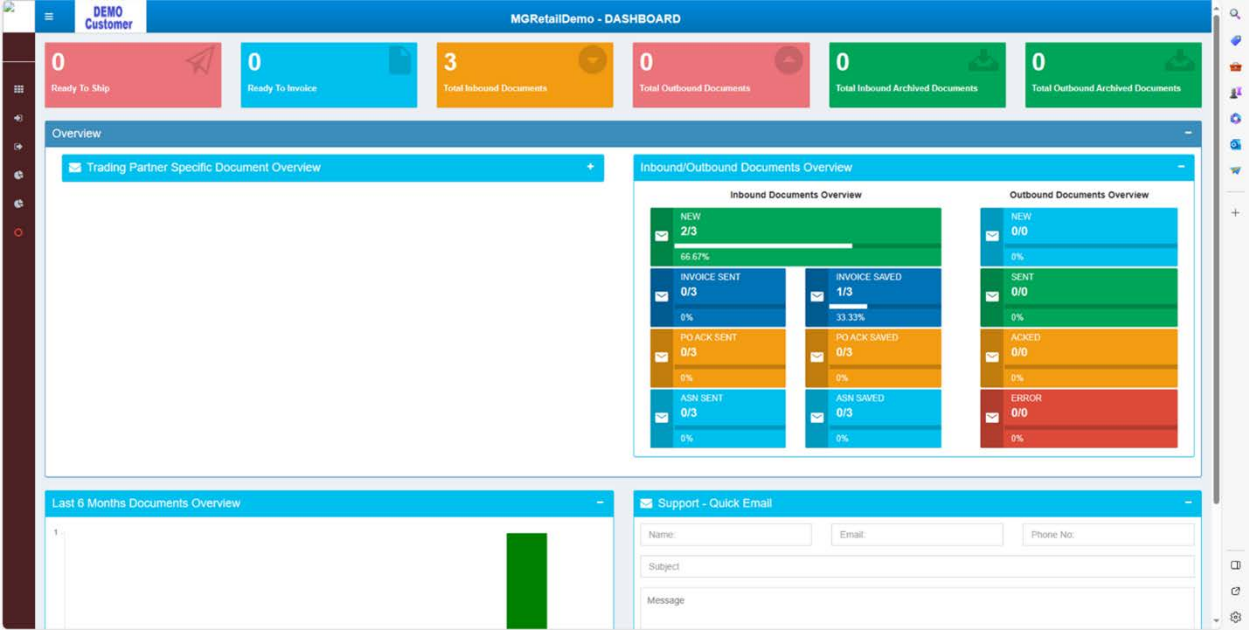
Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
2	PP-12558		Batch Testing (PP-11290)	Done	8/5/2021	Bug	Critical	CDG Subscriber on Budget Incorrect					SMazurowski	
10	PP-18869		OPS - Billing (PP-16502)	Done	4/10/2023	Bug	Critical	Changing the text/description from CONSUMPTION BILL to CDG BILL + CDG credit	INC0053442 INC0056055	CHG0038755			AMartinez	
11	PP-14684		Hypercare - BL (PP-12912)	Done	11/4/2021	Bug	Critical	Volumetric CDG Subscribers billed without host billing in SAP	INC0031371	CHG0033679			LCerone	
14	PP-18093		OPS - Billing (PP-16502)	Done	12/5/2022	Bug	Critical	Receiving bill error of No operand values were found for operand EAGENBANK when billing any CDG subscriber or satellite	INC0049398	CHG0037096			JFohl	
15	PP-16457		Hypercare - BL (PP-12912)	Done	4/21/2022	Bug	Critical	BB differentials Issues for CDG VS accounts	INC0039521	CHG0036135			JFohl	
17	PP-15460		Hypercare - BL (PP-12912)	Done	1/13/2022	Bug	Critical	Final CDG subscriber banks not going back to host	INC0034485	CHG0034391			JFohl	
18	PP-14335	✓	Hypercare - BL (PP-12912)	Done	10/14/2021	Bug	Critical	CDG bills - bills are wrong, credits inaccurate	INC0030191				NBatson	
19	PP-14439		Hypercare - CS (PP-12913)	Done	10/20/2021	Bug	Critical	CDG Subscriber Device relationship carrying to next contact account	INC0030462	CHG0034324			JFohl	
20	PP-15562		Hypercare - BL (PP-12912)	Done	1/20/2022	Bug	Critical	CDG Subscribers EQNETGEN Operand incorrectly	INC0034841	CHG0034309 CHG0034316			JFohl	
21	PP-16119		Hypercare - BL (PP-12912)	Done	3/10/2022	CR	Critical	When CDG subscriber finals, it should update Host Percentage operand on the host installation	INC0037420 INC0038264 INC0045295	CHG0037030			JFohl	
22	PP-19253		OPS - Billing (PP-16502)	In Progress	6/8/2023	CR	Critical	CDG volumetric subscribers with value stack bank	INC0057919				aiain.ctr	Entuber
26	PP-17669	✓	OPS - Billing (PP-16502)	Done	9/30/2022	CR	Critical	CDG credit allocated not correct due to overlapping logic with PP-16309	INC0046661	CHG0036739			JFohl	
27	PP-16188		Hypercare - BL (PP-12912)	Done	3/17/2022	Bug	Critical	MV90 CDG will not allocate credits out correctly.	INC0037755	CHG0034870			JFohl	
30	PP-14692		Hypercare - BL (PP-12912)	Done	11/4/2021	Bug	Critical	Mass Bill Block of CDG account needed	INC0031409				NBatson	
31	PP-13930		Hypercare - BL (PP-12912)	Done	9/25/2021	Bug	Critical	CDG Volumetric not Billing properly	INC0028959	CHG0033382 CHG0033712 CHG0033725			LCerone	
32	PP-15099		Hypercare - BL (PP-12912)	Done	12/10/2021	Bug	Critical	Mass invoicing did not fully work for select CDG customers	INC0033038				LCerone	
34	PP-17902	✓	OPS - Billing (PP-16502)	Done	11/1/2022	Bug	Critical	CDG Columbia accounts are being allocated incorrect amounts on their interim bills	INC0048024	CHG0036883			JFohl	
1	PP-17993		OPS - Billing (PP-16502)	Done	11/16/2022	Bug	Major	CDG Subscriber not allocated credits on periodic bill	INC0048715	CHG0037133			JFohl	
3	PP-17018		OPS - Billing (PP-16502)	To Do	7/12/2022	CR	Major	Enhancement - Allocate CDG credits to subscribers at the time the host bills instead of when the subscriber bills.	INC0038099 INC0050464				sragavan.ctr	Entuber
4	PP-17104		OPS - Billing (PP-16502)	To Do	7/27/2022	CR	Major	CDG credit should reduce amount due (installment) for budget customer	INC0043802				sragavan.ctr	Entuber
5	PP-16035		Hypercare - BL (PP-12912)	Done	3/2/2022	Bug	Major	Volumetric CDG subscriber accounts double crediting Sales Tax	INC0036965	CHG0034705			LCerone	
6	PP-14925		Hypercare - BL (PP-12912)	Done	11/23/2021	Bug	Major	CDG subscriber early read wont bill	INC0032327	CHG0033822			LCerone	
7	PP-14007		Hypercare - BL (PP-12912)	Done	9/29/2021	Bug	Major	TOU Volumetric CDG Subscribers Credits Incorrect	INC0029189	CHG0033612			LCerone	
8	PP-12592		Hypercare - BL (PP-12912)	Done	8/6/2021	Bug	Major	CDG - subscribers billing early and billing late.		CHG0033440			LCerone	
9	PP-17932		OPS - Billing (PP-16502)	Done	11/4/2022	Bug	Major	CDG subscribers cannot bill through January	INC0048234	CHG0036903			JFohl	
12	PP-16384		Hypercare - BL (PP-12912)	Done	4/13/2022	CR	Major	Need a billing error to prevent a cdg subscriber from being billed more than one more at a time.	INC0039064	CHG0037353			JFohl	
13	PP-15797		Hypercare - BL (PP-12912)	Done	2/8/2022	Bug	Major	CDG program block not stopping subscribers from billing	INC0035875	CHG0034530			JFohl	
16	PP-15741	✓	Hypercare - BL (PP-12912)	Done	2/3/2022	Bug	Major	CDG host summary is not including all subscriber information.	INC0035591	CHG0034452 CHG0034487			JFohl	
23	PP-17816	✓	OPS - Billing (PP-16502)	Done	10/24/2022	Bug	Major	kWh not being allocated from CDG host to Subscribers	INC0047707	CHG0036373			JFohl	
36	PP-18497		OPS - Billing (PP-16502)	Testing In-Progress	2/15/2023	CR	Major	Feature - Host Account statement: Wrong Allocation Percentage displayed on CDG host summary report when account isn't billed	INC0052671				sragavan.ctr	Entuber
24	PP-19578		OPS - Billing (PP-16502)	Ready for Testing	8/1/2023	Bug	Minor	BB Amount is not including CDG credit	INC0060204				ajain.ctr	Entuber
25	PP-13196		Hypercare - BL (PP-12912)	Done	9/2/2021	Bug	Minor	CDG Subscribers with two electric meters are populating a percentage for both installations	INC0027153				NPinto	
28	PP-19268		OPS - Billing (PP-16502)	Testing In-Progress	6/9/2023	Bug	Minor	CDG cannot long bill error during non-CDG bill period	INC0058021				aiain.ctr	Entuber
29	PP-19316		OPS - Billing (PP-16502)	Testing In-Progress	6/15/2023	Bug	Minor	CDG Long Bill Enhancement	INC0058288				wbenson	Entuber
33	PP-19981		OPS - Billing (PP-16502)	Ready for Testing	9/27/2023	Bug	Minor	Inconsistent meter reading being reported for billing CDG hosts	INC0062574				CMullin	
35	PP-18260		OPS - SAC (PP-17908)	Done	1/10/2023	Bug	Minor	Report (R403) needed to provide an accurate count of existing CDG long bills.	INC0050542	CHG0037353			MDooley	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
8	PP-18002		OPS - Billing (PP-16502)	Done	11/17/2022	CR	Critical	Budget installment changes on net-metered accounts need to create a BPEM to be reviewed.	INC0048776				rtoh.ctr	Entuber
9	PP-17400		OPS - Billing (PP-16502)	Done	9/2/2022	CR	Critical	Budget Bill Print full-service accounts with an installment plan is not displaying correctly.	INC0045455	CHG0037201			JFohl	
1	PP-16720		OPS - FICA (PP-16505)	Done	5/27/2022	Bug	Major	Cancel/Rebill of OBF installment that has been paid not working as expected	INC0041104	CHG0035642			JFohl	
3	PP-17676		OPS - Billing (PP-16502)	Done	9/30/2022	CR	Major	INCORRECT BUDGET INSTALLMENT FOR SEPTEMBER	INC0046702 INC0046767 INC0051772 INC0053593				JFohl	
4	PP-14005		Hypercare - FICA (PP-12914)	Done	9/29/2021	Bug	Major	installment plan with budget adjustment	INC0029175	CHG0033965			JFohl	
5	PP-14817		Hypercare - BL (PP-12912)	Done	11/15/2021	Bug	Major	Budget installment Adjustments too High	INC0031955	CHG0034116			JFohl	
6	PP-17104		OPS - Billing (PP-16502)	To Do	7/27/2022	CR	Major	CDG credit should reduce amount due [installment] for budget customer	INC0043802				sragavan.ctr	Entuber
7	PP-17980		OPS - Billing (PP-16502)	Done	11/15/2022	Bug	Major	bill summary on ESCO budget customers to display installment plan	INC0048650				kpkin.ctr	Entuber
10	PP-19037		OPS - FICA (PP-16505)	Done	5/4/2023	CR	Major	OBF Loan - Restriction 8 being removed prematurely and multiple installments released during cancel rebill activity	INC0056353	CHG0038658			AMartinez	
11	PP-16954		OPS - FICA (PP-16505)	Done	6/30/2022	Bug	Major	Budget Bill Differential Credit offsetting OBF installments.	INC0042759	CHG0035831			JFohl	
12	PP-16989		OPS - Billing (PP-16502)	Done	7/7/2022	Bug	Major	Bill Print is showing that budget installment for period is related to wrong month which causes customer confusion	INC0043060	6000004957, 6000005032, CHG0036018			JFohl	
2	PP-19947		OPS - FICA (PP-16505)	To Do	9/20/2023	CR	Minor	Need BPEM Created when Installment Plan deactivated due to a batch cancel/rebill	INC0062284				FDekker	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Request	Transport Numbers	Labels	Assignee	Responsible Team
4	PP-13483		Hypercare - RA (PP-12911)	Done	9/11/2021	Bug	Critical	Outbound 867MU contains no ESCO information	INC0027929				JTimberlake	
6	PP-15470		Hypercare - RA (PP-12911)	Done	1/13/2022	Bug	Critical	ESCOs not receiving outbound EDIs	INC0034516	CHG0034324			SPowers	
7	PP-14779		Hypercare - FICA (PP-12914)	Done	11/11/2021	Bug	Critical	CR #318 - New Regulations requiring additional data in the Collection Agency outbound files	INC0031843	CHG0035237 CHG0035213			shaq.ctr	
9	PP-13785		Hypercare - RA (PP-12911)	Done	9/22/2021	Bug	Critical	No outbound ESCO response files were created Tuesday at 5pm	INC0028681				JManfredi	
10	PP-14127		Hypercare - FICA (PP-12914)	Done	10/4/2021	Bug	Critical	OTDA outbound file - HEAP prevented termination field	INC0029542	CHG0034103			JFohl	
13	PP-13951		Hypercare - FICA (PP-12914)	Done	9/27/2021	Bug	Critical	Fields are not lined up in JV200 FAS interface file	INC0029038	CHG0033389			JFohl	
14	PP-13529		Hypercare - FICA (PP-12914)	Done	9/13/2021	Bug	Critical	2 New Fields Required for OTDA Inbound File by 10/1/21 - CR #309	INC0028041	CHG0034103			JFohl	
1	PP-13861		Hypercare - RA (PP-12911)	Done	9/23/2021	Bug	Major	Outbound 867 usage for Net Metered with generation	INC0028828				LCerone	
2	PP-18027	✓	OPS-DM/WM (PP-16504)	Done	11/18/2022	Bug	Major	FCS Upload Interface is failing and dumping meter reads	INC0048821	CHG0036971			JFohl	
3	PP-14942		Hypercare - DM (PP-12901)	Done	11/24/2021	Bug	Major	FCS MeterReadImport Outbound file failed in PO due to lack of mandatory segment		CHG0033906			LAllen	
8	PP-16493		Hypercare - Dunning (PP-16532)	Done	4/26/2022	Bug	Major	Collection step F140 for (final bill outbound call) is not producing a csg file in AL11	INC0039738	CHG0035311			JFohl	
11	PP-16431		Hypercare - RA (PP-12911)	Done	4/19/2022	Bug	Major	Outbound 810 just has a decimal in the rate field	INC0039373	CHG0036739			JFohl	
12	PP-16533		Hypercare - Dunning (PP-16532)	Done	4/29/2022	Bug	Major	A150 (late fee and outbound call- off cycle only open item) collection step loop issue	INC0039877	CHG0035510			JFohl	
5	PP-15538		Hypercare - RA (PP-12911)	Done	1/18/2022	Bug	Minor	ESCO Payless Energy inbound message failing with incorrect ISA	INC0034724	CHG0034723			JFohl	

Row	Key	Included in DR-0062	Epic	Status	Opened	Issue Type	Priority	Summary	Incident	Change Reques	Transport Numbers	Labels	Assignee	Responsible Team
1	PP-15470		Hypercare - RA (PP-12911)	Done	1/13/2022	Bug	Critical	ESCOs not receiving outbound EDIs	INC0034516	CHG0034324			SPowers	
2	PP-17023		OPS - Retail Choice (PP-16506)	Done	7/12/2022	Bug	Critical	Incorrect ESCO charge amounts in OB820 EDI file	INC0043240 INC0045305	CHG0037521			JFohl	
4	PP-13483		Hypercare - RA (PP-12911)	Done	9/11/2021	Bug	Critical	Outbound 867MU contains no ESCO information	INC0027929				JTimberlake	
6	PP-13785		Hypercare - RA (PP-12911)	Done	9/22/2021	Bug	Critical	No outbound ESCO response files were created Tuesday at 5pm	INC0028681				JManfredi	
3	PP-17194		OPS - Customer Service (PP-16503)	Done	8/11/2022	Bug	Major	Edi file is not created on a move out for ESCO since 1/24/22	INC0044530	CHG0037022			JFohl	
7	PP-17375		OPS - Retail Choice (PP-16506)	Done	8/31/2022	CR	Major	Review 867/810 Recon Program to Ensure EDI transactions go to ESCOs at same time	INC0045319	CHG0038567			JFohl	
5	PP-15538		Hypercare - RA (PP-12911)	Done	1/18/2022	Bug	Minor	ESCO Payless Energy inbound message failing with incorrect ISA	INC0034724	CHG0034723			JFohl	

Attachment 3


DEMO Customer
MGRetailDemo - DASHBOARD
0
Ready To Ship
0
Ready To Invoice
3
Total Inbound Documents
0
Total Outbound Documents
0
Total Inbound Archived Documents
0
Total Outbound Archived Documents
Overview
Trading Partner Specific Document Overview
Inbound/Outbound Documents Overview
Inbound Documents Overview
NEW
2/3
66.67%
INVOICE SENT
0/3
0%
INVOICE SAVED
1/3
33.33%
PO ACK SENT
0/3
0%
PO ACK SAVED
0/3
0%
ASN SENT
0/3
0%
ASN SAVED
0/3
0%
Outbound Documents Overview
NEW
0/0
0%
SENT
0/0
0%
ACKED
0/0
0%
ERROR
0/0
0%
Last 6 Months Documents Overview
Support - Quick Email
Name:
Email:
Phone No:
Subject
Message

Attachment 4

JIRA Issues Without Transport Numbers

Jira Key	IssueType	SAP	ABAP	Transport Request Number(s)
PP-18051	CR	Yes	Yes	N/A
PP-16306	Bug	Yes	No	N/A
PP-12958	Bug	Yes	No	N/A
PP-12736	Bug	Yes	No	N/A
PP-13371	Bug	No	No	N/A
PP-14102	Bug	Yes	No	N/A
PP-15066	Bug	Yes	Yes	N/A
PP-15188	Bug	Yes	Yes	N/A
PP-20126	Bug	Yes	Yes	N/A
PP-13425	Bug	Yes	Yes	N/A
PP-17980	Bug	No	No	N/A
PP-18136	CR	No	No	N/A
PP-18469	Bug	Yes	No	N/A
PP-19059	Bug	Yes	No	N/A
PP-13566	Bug	Yes	Yes	N/A

PP-12558	Bug	Yes	Yes	N/A
PP-17018	CR	Yes	No	N/A
PP-13303	Bug	Yes	Yes	Not found
PP-13546	Bug	Yes	Yes	Not found
PP-14082	Bug	Yes	Yes	Not found
PP-14132	CR	Yes	Yes	Not found
PP-14172	Bug	Yes	Yes	Not found
PP-14201	Bug	No	No	Not found
PP-14211	Bug	Yes	Yes	Not found
PP-14213	Bug	Yes	Yes	Not found
PP-14220	Bug	Yes	Yes	Not found
PP-14294	CR	Yes	Yes	Not found
PP-14326	Bug	Yes	Yes	Not found

PP-14333	Bug	Yes	Yes	N/A
PP-14390	Bug	Yes	Yes	N/A
PP-14397	Bug	Yes	Yes	N/A
PP-14479	Bug	Yes	Yes	N/A
PP-14671	Bug	Yes	Yes	N/A
PP-14672	Bug	No	No	N/A
PP-14704	Bug	Yes	Yes	N/A
PP-14936	Bug	Yes	Yes	N/A
PP-14960	Bug	No	No	N/A
PP-14983	Bug	Yes	Yes	N/A
PP-15087	Bug	Yes	Yes	N/A
PP-15088	Bug	Yes	Yes	N/A
PP-15257	Bug	Yes	Yes	N/A

PP-15288	Bug	Yes	Yes	N/A
PP-15374	Bug	Yes	Yes	N/A
PP-15404	Bug	Yes	Yes	N/A
PP-15470	Bug	Yes	Yes	N/A
PP-15989	Bug	Yes	Yes	N/A
PP-16776	Bug	Yes	Yes	N/A
PP-16852	Bug	Yes	Yes	N/A
PP-17139	Bug	Yes	Yes	N/A
PP-17152	Bug	Yes	Yes	N/A
PP-17374	Bug	Yes	Yes	N/A
PP-17887	Bug	Yes	Yes	N/A
PP-17949	Bug	Yes	Yes	N/A
PP-17974	Bug	Yes	Yes	N/A

PP-18200	Bug	Yes	Yes	N/A
PP-18234	Bug	Yes	Yes	N/A
PP-18392	Bug	Yes	Yes	N/A
PP-19305	Bug	Yes	Yes	N/A
PP-19347	Bug	Yes	Yes	N/A
PP-19472	CR	Yes	Yes	N/A
PP-15470	Bug	Yes	Yes	N/A
PP-13076	Bug	Yes	No	N/A
PP-14337	Bug	Yes	No	N/A
PP-14471	Bug	Yes	No	N/A
PP-14687	Bug	Yes	No	N/A
PP-14769	Bug	Yes	No	N/A
PP-14821	Bug	Yes	No	N/A
PP-14931	Bug	Yes	No	N/A
PP-15127	Bug	Yes	No	N/A

PP-15221	Bug	Yes	No	N/A
PP-18051	CR	Yes	No	N/A
PP-19335	Bug	Yes	Yes	N/A
PP-19537	CR	No	No	N/A
PP-17800	Bug	Yes	No	N/A
PP-17045	Bug	Yes	No	N/A
PP-14335	Bug	Yes	No	N/A
PP-12916	Bug	Yes	Yes	N/A
PP-13230	Bug	Yes	No	N/A
PP-14592	CR	Yes	No	N/A
PP-14613	Bug	Yes	No	N/A
PP-15159	Bug	Yes	No	N/A
PP-15621	Bug	Yes	Yes	N/A
PP-16270	Bug	Yes	Yes	N/A
PP-17027	CR	Yes	No	N/A
PP-17338	CR	Yes	No	N/A
PP-18365	Bug	Yes	No	N/A
PP-18560	Bug	Yes	No	N/A
PP-18567	CR	Yes	No	N/A
PP-18590	Bug	Yes	No	N/A
PP-18767	Bug	Yes	No	N/A
PP-18995	Bug	Yes	No	N/A
PP-19036	CR	Yes	No	N/A
PP-19214	CR	Yes	No	N/A

PP-19215	CR	Yes	No	N/A
PP-19217	CR	Yes	No	N/A
PP-19219	CR	Yes	No	N/A
PP-19325	Bug	Yes	Yes	N/A
PP-19730	CR	Yes	Yes	N/A
PP-19823	Bug	Yes	Yes	N/A
PP-20181	Bug	Yes	Yes	N/A

Attachment 5

JIRA Issues Marked Done, Not in Production

Jira Key	Status	Fix Present in Production
PP-13371	Done	No
PP-18583	Done	No
PP-18469	Done	No
PP-12558	Done	No
PP-14326	Done	No
PP-14333	Done	No
PP-14390	Done	No
PP-14397	Done	No
PP-14479	Done	No
PP-14671	Done	No
PP-14672	Done	No

PP-14704	Done	No
PP-14936	Done	No
PP-14960	Done	No
PP-14983	Done	No
PP-15087	Done	No
PP-15088	Done	No
PP-15257	Done	No
PP-15288	Done	No
PP-15374	Done	No
PP-15404	Done	No
PP-15470	Done	No
PP-15712	Done	No
PP-15817	Done	No

PP-15818	Done	No
PP-15932	Done	No
PP-15989	Done	No
PP-16432	Done	No
PP-16776	Done	No
PP-16828	Done	No
PP-16852	Done	No
PP-17004	Done	No
PP-17007	Done	No
PP-17047	Done	No
PP-17052	Done	No
PP-17105	Done	No
PP-17127	Done	No

PP-17139	Done	No
PP-17152	Done	No
PP-17337	Done	No
PP-17374	Done	No
PP-17413	Done	No
PP-17887	Done	No
PP-17934	Done	No
PP-17949	Done	No
PP-17974	Done	No
PP-18079	Fixed	No
PP-18154	Done	No
PP-18164	Done	No
PP-18171	Done	No

PP-18200	Done	No
PP-18234	Done	No
PP-18392	Done	No
PP-18935	Done	No
PP-19222	Done	No
PP-19231	Done	No
PP-19347	Done	No
PP-19428	Done	No
PP-14709	Done	No
PP-14769	Done	No
PP-14821	Done	No
PP-14883	Done	No
PP-14931	Done	No
PP-14995	Done	No
PP-15077	Done	No

PP-15127	Done	No
PP-15167	Done	No
PP-15198	Done	No
PP-15199	Done	No
PP-15221	Done	No
PP-15387	Done	No
PP-15417	Done	No
PP-15583	Done	No
PP-15729	Done	No
PP-15784	Done	No
PP-16173	Done	No
PP-16179	Done	No
PP-16686	Done	No
PP-16983	Done	No
PP-18636	Done	No
PP-19222	Done	No
PP-20189	Done	No
PP-13730	Done	No

PP-18352	Done	No
PP-18365	Done	No
PP-18567	Done	No
PP-18610	Done	No
PP-18704	Done	No
PP-18995	Done	No
PP-19217	Done	No
PP-19220	Done	No
PP-19325	Done	No
PP-19332	Done	No
PP-19450	Done	No