



COMMUNITY CHOICE AGGREGATION (CCA) BILLING ISSUE REPORTING FORM

Upon awareness of a billing issue that impacts 50+ participants, the CCA Administrator, ESCO serving, and utility must notify each other and Staff using this form of the suspected billing issue within 48-hours of awareness. This form is to be filed in Matter #23-00028: In the Matter of Community Choice Aggregation Issue Resolution. If final resolution is not completed at time of filing, a subsequent filing is required that details and affirms all impacted accounts have been corrected.

Reporting Party		Reporting Party Name	
X Utility / <input type="checkbox"/> ESCO / <input type="checkbox"/> CCA Administrator		NYSEG	
Individual Name	Individual Phone Number	Individual Email	
Sean Hurley	585-766-3259	shurley@nyseg.com	
Have other parties been alerted of this issue? If yes, please explain when and how below.			
<input type="checkbox"/> Yes / X No			

In the text box below, please provide information on who has been contacted about this issue and when.

Outreach will be done as part of remediation plan.

Part 2 – Billing Error Information

Billing Issue Related to:	Billing Issue Cause:
<input type="checkbox"/> Delivery Charge / <input type="checkbox"/> Supply Charge / X Other (explain below)	X Utility / <input type="checkbox"/> ESCO / <input type="checkbox"/> CCA Administrator
Number of Accounts Impacted	Have customers been contacted?
2,705 CCA customers	<input type="checkbox"/> Yes (explain below) / X No

In the text box below, please provide a short description of the billing error, when the error occurred, how the error occurred, how customers will be affected by the error, and how many customers were affected.

On 4/8/2026 it was discovered, degree day and temperature values used by NYSEG's customer billing system were inaccurate because of a software upgrade to the source system feeding the degree day and temperature values to NYSEG's customer billing system.

NYSEG billed gas weather adjustments were too low. NYSEG has one gas CCA, Town of Union with 2,738 customers as of 4/8/2026. 2,705 of these customers are impacted.

Is the issue municipality specific? If so, please identify the impacted municipalities. Has the municipality been contacted? If so, when and how.

NYSEG has one gas CCA, Town of Union with 2,738 customers as of 4/8/2026.

NYSEG will be reaching out to Town of Union for awareness.

Part 3 – Billing Error Remedy

In the text box below, please provide a short description of what steps have already been taken to remedy the billing issue, what additional steps need to occur, and the estimated time of completion.

NYSEG is still developing a remediation plan. The first step is to identify impacts and resolution alternatives. Remediation plans will include talking points for Customer Service Representative awareness as well as customer outreach as appropriate.
