



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.

Part 1 – General Issue Information

Table with 3 columns: Reporting Party, Reporting Party Name, Individual Name, Individual Phone Number, Individual Email. Includes checkboxes for Utility, ESCO, CCA Administrator, and Yes/No for other parties alerted.

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

Part 2 – Billing Error Information

Table with 2 columns: Billing Issue Related to, Billing Issue Cause. Includes checkboxes for Delivery Charge, Supply Charge, Other, Utility, ESCO, CCA Administrator, and Have customers been contacted?

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.

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Due to a coding issue, inbound and outbound cancels are not being correctly processed for a group of accounts in RG&E and NYSEG. As a result, the utilities are not receiving credit for the accounts, resulting in inaccurate invoices for the impacted customers.

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

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The issue has impacted several communities within the RG&E and NYSEG service areas, including Canandaigua, Rochester, and Westchester County.

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### **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.

#### Current Steps:

- Identify the total number of impacted accounts
- Notify the impacted customers
- Continue working on identifying the root cause

#### Next Steps (targeting 2-3 weeks):

- Calculate value impact
- Implement the IT Data Repair once the root cause is identified
- Post-Mortem review for potential process improvements