



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	RG&E	
Individual Name	Individual Phone Number	Individual Email
Regina Hoffman	585.484.6404	rhoffman@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 noted below.

Part 2 – Billing Error Information

Billing Issue Related to:	Billing Issue Cause:
<input type="checkbox"/> Delivery Charge / X Supply Charge / <input type="checkbox"/> Other (explain below)	X Utility / <input type="checkbox"/> ESCO / <input type="checkbox"/> CCA Administrator
Number of Accounts Impacted	Have customers been contacted?
1,497 CCA customers 2,028 customers in total	<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.

RG&E received 61 EDI 810 files containing ESCO supply charges and translated the EDI files.

Due to IT issues on 5/20/2025 with RG&E's job scheduler, the translated EDI information with ESCO supply charges was not loaded into RG&E's customer billing system for processing. As a result, customer invoices were sent without ESCO supply charges.

The EDI 810 issue was identified on 5/27/2025. EDI files and customer impacts were identified on 5/28/2025.

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

1,044 City of Rochester, 12 City of Canandaigua, 5 Town of Henrietta, 436 Town of Penfield CCA customers were impacted.

RG&E plans to notify Joule Assets, Good Energy, Constellation New Energy, and the affected customers.

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.

RG&E will inform impacted ESCOs and work on timing for ESCOs to resubmit files with an updated EDI control id.

RG&E will cancel customer invoices and include supply charges resubmitted by the ESCOs.

RG&E will add informational contacts for customer service rep awareness.

RG&E will contact impacted customers.

RG&E anticipates all corrections will be completed by 6/13/2025.
