ASCEND Key Talking Points for March

1 ASCEND Go Live Date Target - Labor Day 2026

Importance: In February, the Executive Oversight Committee (EOC) approved the Go Live date target cutover window for **Sept. 3-7, 2026.** Cutover marks the transition from CSS to the new Customer Information System (CIS).

Key Talking Points:
- A majority of customer applications will be unavailable during cutover. The team will be working 24/7 during cutover to limit the length of downtime.
- A cutover team from across the operating companies are working on detailed strategies and plans to manage the cutover period effectively.
- Business continuity processes will be used to mitigate the impact to operations.

2 Service Cloud for Business Call Center Launched

Importance: The Feb. 20, 2025, Service Cloud release introduced Commercial & Industrial (C&I) functionality and new features for care centers. C&I features enable more customer service representatives to complete calls in Service Cloud. Training for C&I groups starts in March.

Key Talking Points:
- The most recent update resolved high/critical defects and added significant functionality.
- Release notes and job aids can be found in the customer knowledge base.
- Focus now shifts to CIS remediation and new features.

3 Program Transition to Testing

Importance: End to End (E2E) testing began in March and will continue into Q1 2026. The E2E test phase will validate key business processes (e.g., starting services) function correctly across all systems.

Key Talking Points:
- The E2E test phase aims to ensure all interconnected systems and components function together as expected.
- A team of ASCEND testers, including business and technology subject matter experts, and Edge and Channel testers will validate business process scenarios.
- The E2E test phase will not involve running full-volume batch jobs or billing day-to-day - this will occur during Operational Readiness testing (ORT) starting in 2026.

4 Configuring Connected Systems

Importance: The Edge and Channel team is working on designing and building applications aligned to specific portfolio areas — Customer Service, Marketing, Financial, and Power Delivery — to ensure they function smoothly with the new CIS.

Key Talking Points:
- Overall, there are 266 connecting systems that are being remediated or 'reconnected' to work with the new CIS.
- This work is critical to ensure business processes work effectively at go-live
- Visit the Edge and Channel dashboard by clicking here.