

## Email Inquiry Tips

As you may know, Retail Choice handles many inquiries from multiple parties. Please remember the following points when sending inquiries to [retailaccess@coned.com](mailto:retailaccess@coned.com), so that we may help you more efficiently:

- There are certain procedures that must be done when reinstating a customer. If Con Ed has sent an 814D with reason code CHA, the customer may be reinstated by the ESCO sending an 814D with reason code CHA to reinstate the customer. An email can be sent to [retailaccess@coned.com](mailto:retailaccess@coned.com) to reinstate the customer for all other scenarios.
- If you wish to view your daily customer listings or examine a specific customer's usage, you may do so by logging into RAIS or TCIS. The websites are [www.coned.com/retailaccess](http://www.coned.com/retailaccess) for RAIS and [www.coned.com/tcis](http://www.coned.com/tcis) for TCIS.
- If you represent more than one company, please specify which company your inquiry is regarding.