

## **EDI and email Outage**

Please be advised we are experiencing technical issues affecting all EDI transactions and email. You will not be able to submit or receive files during this issue. We will send out a newsletter advising when our EDI and email is restored.

Please expect a delay in email responses.

Note: To ensure a timely response, please use the [retailaccess@coned.com](mailto:retailaccess@coned.com) as the main email address for inquiries. Also, please be sure to visit our dedicated website for ESCO as self-service, by clicking on the following link: <https://www.coned.com/en/business-partners/become-a-supply-partner>

**If you have any responses, comments or questions, please forward them to [RetailAccess@coned.com](mailto:RetailAccess@coned.com), unless otherwise noted.**