



## Missing 814 Responses

We experienced a system issue effecting 814 responses that were submitted from early to mid September 2021. We worked with our IT Department to resolve the issue. All 814 requests submitted should have received a response.

Please note that 814E responses should be sent within 1 business day of your request. All other 814 requests should be responded to within 2 business days. 814s submitted after 4:30 PM EST will be considered o be received on the next business day.

## Contact Us

If you have any questions or comments, please [visit our ESCO website](#) or email [RetailAccess@coned.com](mailto:RetailAccess@coned.com).