



## Emailing EDI Inquires to [Retailaccess@coned.com](mailto:Retailaccess@coned.com)

**Effective January 1, 2025**

We are updating our format for communicating EDI-related inquiries.

Starting **January 1, 2025**, please use the attached template for all EDI-related inquiries when emailing [retailaccess@coned.com](mailto:retailaccess@coned.com). This new format will help route inquiries to the appropriate groups, improving our response time.

The attached file contains the following three tabs to list your type of inquiry.

- Unbill
- Missing EDI 814
- Missing EDI 810, 820, or 867

When reviewing EDI files, please refer to RAIS ([www.coned.com/retailchoice](http://www.coned.com/retailchoice)) for electric accounts and TCIS ([www.coned.com/tcisng](http://www.coned.com/tcisng)) for gas accounts.

Please list your account(s) in the appropriate tab according to the type of inquiry.

- **Unbilled Accounts:** If bills for specific periods are not listed in the Billing History in RAIS/TCIS, these accounts will be forwarded to the appropriate billing department for review and resolution.
- **Missing EDI Files:** If the account is billed up to date after verifying the Billing History in RAIS/TCIS, but you have not received the EDI file(s) for the billing period, this may indicate that the bills need to be adjusted, or we may need to contact our IT group for further assistance.

Please provide as much information as possible based on the categories listed in the headers.

### Contact Us

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