



**REMINDER:** In observance of Independence Day, Con Edison's Retail Choice department will be closed on Thursday, July 4<sup>th</sup>.

(Our holiday schedule can be found at [www.coned.com/escos](http://www.coned.com/escos))

**We would like to wish you all a happy and safe Fourth of July!**



## Pre-Enrollment Process

The pre-enrollment process allows ESCOs to submit enrollment requests for pending electric customer accounts. Although ESCOs need a customer's 15-digit Con Edison account number to enroll that customer's account in the Power *YourWay* program, we are able to determine the first 14 digits of a new account number when a customer applies for service, and it is this information that will allow ESCOs to pre-enroll an account.

### How the Pre-Enrollment Process Works

1. When a customer applies for service, they can obtain the first 14 digits of the new account number from a Con Edison customer service representative by:
  - indicating that an ESCO will be providing their supply as of the service turn-on date, or
  - indicating that they are considering purchasing their supply from an ESCO
2. Once obtained, the customer should then provide the 14 digit number to the ESCO.
  - These 14 digits can only be used for pre-enrolling an account. A customer's full 15-digit account number is required to request other information, such as billing history.
3. The ESCO will submit the 14-digit account number in a pre-enrollment input file to Con Edison. This text file **MUST** be attached to an email and sent to [RARRequests@coned.com](mailto:RARRequests@coned.com) with only the word "PREENROLL" in the subject line.
  - The pre-enrollment input file format and a sample pre-enrollment input file are attached below

4. Once the account is active, Con Edison will send an output file to the ESCO containing the new 15-digit account number and the customer's information to ensure this is the customer the ESCO wishes to pre-enroll.
  - The pre-enrollment output file format is attached below
5. If the customer information is correct, the ESCO can submit an enrollment via EDI. The pre-enrollment status will enable the EDI enrollment to become effective as of the account's turn-on date.
  - An account can be successfully pre-enrolled if the new account order is pending OR if the new account is active but has not yet been billed.

### **Example of Pre-Enrollment Input Files**

When the pre-enrollment input file is processed, an initial output file will be generated indicating the status of the accounts submitted in the pre-enrollment file. As the status of each account changes, subsequent output files listing that updated status will be generated. All applicable account statuses are explained below.

**REJECTED:** The pre-enrollment was not accepted. The reason for the rejection will be displayed (see below).

- Invalid customer account number
- ESCO/marketer's Con Edison account number is invalid
- Account already active and billed or will be billed within next 4 business days
- Invalid Service Type
- There was no pre-enrollment attachment with this email
- The subject is not PREENROLL
- An EDI file is sent in place of the text pre-enroll file

**WAITING:** The pre-enrollment was accepted; the account is not yet active.

**TURNED-ON:** The account can now be enrolled, using the full 15-digit Con Edison account number provided in the pre-enrollment output file.

**CLOSED:** The account is already active and will be billed during the next 4 business days. If an enrollment is submitted for such an account, the account will be given a start date equal to the next cycle read date + 1 day (instead of a retroactive start date equal to the customer's turn-on date).

**EXPIRED:** The turn-on order on the account has been pending for more than 30 calendar days; the pre-enrollment period has expired.

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

**Enrolling a Successfully Pre-enrolled Account**

Once the turn-on order posts for a successfully pre-enrolled account, that account's updated status of "TURNED-ON" will be shown in the next output file generated. The output file will provide that customer's complete 15-digit account number and service information (see output file format).

The ESCO is required to validate the customer's name and service address to ensure that the customer account that has activated is the same customer who contacted them to be enrolled. Once the ESCO validates this account information, the account should be submitted for enrollment using the 15-digit account number. The effective date of the enrollment will be retroactive to the customer's turn-on date.

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