



## EXTRA! EXTRA! READ ALL ABOUT IT!

### In this Newsletter:

- *Blocks on Customers Accounts*
- *Rescission Request (aka CHA Rule)*

#### *Blocks on Customers Accounts*

- Blocks are used to prevent future enrollments by ESCOs or to ensure a customer remains with their current ESCO.
- Blocks are only issued or removed when a customer contacts our call center.
- **At no time should an ESCO contact our call center claiming to be a customer or represent a customer.**

### *Rescission Request (aka CHA Rule)*

- ❖ When the customer being served by an incumbent ESCO switches to a new ESCO, the incumbent ESCO receives an 814 drop, reason code “CHA” with the text: “customer switched to another provider”
  
- ❖ If the incumbent ESCO receives new authorization from the customer, the incumbent ESCO can send in an inbound 814 drop with reason code “CHA”.

This will cancel the original drop and the customer will be reinstated with the incumbent ESCO

- ❖ **Please note that the 814 drop request with reason code CHA will only be accepted if:**
  - a) The account is active with the incumbent ESCO.
  - b) The account is pending an enrollment with another ESCO.
  - c) The account effective date with the pending ESCO is greater than 3 business days.

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

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