



EXTRA! EXTRA! Read all about it!!!

REMINDER - Account Number Access

In many sales environments customers may be willing to enroll with an ESCO but lack the information required to proceed, such as their Con Edison account number. For this reason, Con Edison implemented an Interactive Voice Response (IVR) facility for customers seeking to obtain their account number.

Here's how it works:

1. Customers can call **212-780-8787**, which is a dedicated telephone number for the sole purpose of securing their Con Edison account number.
2. The customer will need to enter the primary telephone number associated with their Con Edison account and the last 4 digits of their social security number.
3. The IVR will provide the 15-digit account number if a match is made to a Con Edison account.
 - If the information provided by the customer matches multiple accounts, the IVR will transfer the call to a Retail Choice representative. The representative will work with the caller to identify the account.
4. If the customer is unable to successfully secure an account number because the telephone number or the last four digits of the social security number do not match an active Con Edison account, the call will end and no further information will be provided.

It is important to note that this number is only for customer use and should not be used for general customer service. At the start of the call, customers will have the ability to be transferred to a Customer Service Representative if they are calling for any reason other than Retail Choice.