



***EXTRA! EXTRA! Read all about it!!!***

## **REMINDER about De-Enrollments**

In order to avoid “bouncing” customers from one company to another, customers requesting to be de-enrolled from your ESCO should **not** be directed to call Con Edison. De-enrollments should be submitted by your ESCO electronically and customers provided with a confirmation number for their records. It is not necessary to direct the customer to contact Con Edison with this confirmation number, as the de-enrollment that your ESCCO submits will de-enroll the account.

In addition to answering customer questions about their energy supply bill, ESCOs should also be answering general retail choice and process related questions.