

Recent Missing 814HU Responses

Please note that we received a larger than normal amount of 814HU requests in the past week. As a result, there is a delay on 867HU and 814HU responses. Please allow a few more days than normal before you contact us or submit the request again.

We ask that you contact us in advance if you need to request a larger than normal amount of 814HUs, so we can advise our IT Department.

Friendly reminder newsletters can be found in our website:

<https://www.coned.com/en/business-partners/become-a-supply-partner/energy-service-company-news>

Note: To ensure a timely response, please use the retailaccess@coned.com as the main email address for inquiries. Also, please be sure to visit our dedicated website for ESCO as self-service, by clicking on the following link: <https://www.coned.com/en/business-partners/become-a-supply-partner>

If you have any responses, comments or questions, please forward them to RetailAccess@coned.com, unless otherwise noted.